

Sample Checklist Overview

The attached Implementation Checklist is provided as a sample of the document which will appear on the ComEd website.

Introduction

The Introduction describes the purpose of the checklist, frequency of updates, timeline for full compliance, and contact number for customer questions on Part 280.

Part I: Part 280 Summary

The “Summary” lists Part 280 section/sub-sections, compliance status, estimated completion/compliance date for “in progress” sections, and a page number that, when viewing online, acts as a “hyperlink” that when selected will advance the user to the corresponding “Details” found further in the document.

Part II: Part 280 Details

The “Details” list the section/sub-section from the newly revised Part 280, and the corresponding rule from the previous version of the order. If no previous rule existed, NA is completed in the “Original Part 280” columns.

ComEd Part 280

INTRODUCTION

On November 1, 2014, the Illinois Commerce Commission's (ICC) rewrite of the Part 280 rules became effective. 83 Ill. Adm. Code Sec. 280. Part 280 provides a roadmap for utilities and customers in establishing and maintaining service. The rules provide a process for applications, deposits, billing, payments and more.

This Implementation Checklist is intended to aid ComEd's customers in understanding the new Part 280 and to provide customers with a timeline for ComEd's planned compliance with the rules. The Checklist is divided into two parts. Part I provides an introduction to the new sections within Part 280 and highlights some of the central rule changes. It also includes the estimated date by which ComEd will be in full compliance with the new rules within the sections. Part II details each of the new rules and provides a side-by-side comparison showing the new rules and their corresponding old rules, if applicable.

This Checklist will be updated at least every 30 days and will show ComEd's progress in implementing the new rules. ComEd will be implementing the new rules over an 18-month period and will be in full compliance with the new rules no later than May 1, 2016.

If you have any questions about the Checklist or the new rules, you may contact ComEd at 844-824-5425.

Implementation Checklist

Part I: Part 280 Summary

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.30.a	<u>Application</u> <u>Intent:</u> A utility may use reasonable means to verify the identity of its customers. Applicants shall have the right to a reasonable application process designed to provide for persons to obtain utility services without delay, while also safeguarding utilities and other customers from potential harm associated with fraud or the uncollected debts of applicants. <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> ComEd to accept additional forms of ID to support application for service Notifications will be provided for accepted and rejected applications once updates are complete 	In progress	Oct 2015		23
280.30.b	Information Requirements	In progress	Oct 2015		
280.30.c	Methods	In progress	Oct 2015		
280.30.d	Application Content	In progress	Oct 2015		
280.30.e	Requirements for Successful Application	In progress	Oct 2015		
280.30.f	Applicable Past Due Debts	In progress	Oct 2015		
280.30.g	Disputed Past Due Debts	In progress	Oct 2015		
280.30.h	Deposit Payment Requirement	In progress	Oct 2015		
280.30.i	Timeline for Application Processing	In progress	Oct 2015		
280.30.j	Timeline for Service Activation	In progress	Oct 2015		
280.30.k	Data Collection and Maintenance Requirements	In progress	Oct 2015		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.35.a	<p><u>Revert to Landlord-Property Management Agreements</u></p> <p><u>Intent:</u> This Section describes the rights and duties of a utility and landlord/property manager with respect to discontinuance of service or assumption of billing responsibility and continuance of service when a tenant vacates a premises and the utility has no customer of record. It also describes the process by which a utility may, by prearrangement with a landlord/property manager, place the service for a premises, on a going forward basis, into the name of the landlord/property manager and continue service to the premises when a tenant who had utility service in the tenant's name leaves the premises.</p> <p><u>Examples of rule additions and changes:</u></p> <ul style="list-style-type: none"> • Landlord or property manager will be notified when their name is placed on service • Ability for landlord or property manager to opt-out of notifications 	In progress	Dec 2015		32
280.35.b	Prearrangement to be in Writing	Compliant			
280.35.c	Notice	In progress	Dec 2015		
280.35.d	Tenant Bills	Compliant			
280.35.e	Accuracy of Billing	In progress	Dec 2015		
280.35.f	Itemization of Transfer Balances	In progress	Dec 2015		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.40.a	<u>Deposits</u> <u>Intent:</u> Customer deposits are used to secure against potential unpaid debts. Utility collection activities, when not otherwise restricted by regulations or laws, will limit the accumulation of unpaid debt so that deposits will continue to serve this protective purpose. <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> Deposits from existing residential customers are based upon payment history, how long you've been a customer is no longer considered Commercial customers that provide positive credit references may not have to supply a deposit 	In progress	Dec 2015		33
280.40.b	Notice of Demand for Deposit	In progress	Oct 2015		
280.40.c	Calculation of Deposit Amounts	Compliant			
280.40.d	Applicant Deposits	In progress	Oct 2015		
280.40.e	Present Customer Deposits	In progress	Oct 2015		
280.40.f	Deposit Payment	In progress	Oct 2015		
280.40.g	Deposit Interest	In progress	Dec 2015		
280.40.h	Refund Conditions for Deposits	In progress	Oct 2015		
280.40.i	Issuance of Deposit Refund	In progress	Oct 2015		
280.40.j	Records of Deposits	In progress	Dec 2015		
280.40.k	Data Collection and Maintenance Requirements	In progress	Oct 2015		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.45.a	<u>Deposits for Low Income Customers</u> <u>Intent:</u> See 280.40 <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> Low income applicants will not be assessed a deposit based on credit scoring Low income customers will not be assessed a deposit for late payments and past due over 30 days 	In progress	Jun 2015		44
280.45.a	Refer to <i>Part II: Part 280 Details</i> below	In progress	Jun 2015		
280.45.b	Refer to <i>Part II: Part 280 Details</i> below	Compliant			
280.45.c	Refer to <i>Part II: Part 280 Details</i> below	Compliant			
280.50.a	<u>Billing</u> <u>Intent:</u> This Section establishes minimum billing content and billing disclosure requirements. <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> Additional information provided on the customer bill Customer can choose to receive their bill electronically 	In progress	Dec 2015		45
280.50.b	Billing Cycle	Compliant			
280.50.c	Bill Content	In progress	Dec 2015		
280.50.d	Bill Delivery	Compliant			
280.50.e	Due Dates	Compliant			
280.50.f	Bill Transfers	In progress	Dec 2015		
280.50.g	Refer to <i>Part II: Part 280 Details</i> below	In progress	Dec 2015		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.60.a	<u>Payments</u> <u>Intent:</u> This Section describes the methods of payment for utility service; recording of payment receipt; determining lateness of payment; allocation of payment amounts to the customer's account; and limitations on payment methods for accounts on which returned payments have been made. <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> Multiple payment methods are available Notification will be provided if no longer support a payment type 	In progress	Dec 2015		50
280.60.b	Method of Payment	Compliant			
280.60.c	Late Payment	Compliant			
280.60.d	Late Fees	In progress	Dec 2015		
280.60.e	Refer to <i>Part II: Part 280 Details</i> below	Compliant			
280.65.a	<u>Late Payment Fee Waiver for Low Income Customers</u> <u>Intent:</u> See 280.60 <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> Low income customers will not be charged a late payment fee 	In progress	Jun 2015		53
280.65.a	Waiver	In progress	Jun 2015		
280.65.b	New Qualification	In progress	Jun 2015		
280.65.c	Expiration of Qualification	In progress	Jun 2015		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.70.a	<p><u>Preferred Payment Date</u></p> <p><u>Intent:</u> An eligible residential customer who is billed monthly and who can demonstrate that his or her primary source of income is derived from a benefit that is received during the 10 day period after the customer's regular due date shall be entitled to a preferred payment date to enable the customer to submit timely payments.</p> <p><u>Examples of rule additions and changes:</u></p> <ul style="list-style-type: none"> Customers will be made aware of the availability of the preferred payment date option (restricted to eligible customers) 	In progress	Oct 2015		54
280.70.b	Notification	In progress	Oct 2015		
280.70.c	Eligibility	In progress	Oct 2015		
280.70.d	Options	In progress	Oct 2015		
280.70.e	Removal	In progress	Oct 2015		
280.80.a	<p><u>Budget Payment Plan</u></p> <p><u>Intent:</u> This Section provides a process to equalize payments for utility service, based upon the customer's average bill instead of the actual fluctuating amount for each separate billing period.</p> <p><u>Examples of rule additions and changes:</u></p> <ul style="list-style-type: none"> Customers will have the option of continuing their budget payment plan when they transfer service to a new location 	In progress	Oct 2015		56
280.80.b	Applicability	Compliant			
280.80.c	Eligibility	Compliant			
280.80.d	Offering	Compliant			

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.80.e	Enrollment	Compliant			
280.80.f	Bill Itemization	Compliant			
280.80.g	Periodic Adjustments	In progress	Oct 2015		
280.80.h	Reconciliation	In progress	Oct 2015		
280.80.i	Late Payments	In progress	Oct 2015		
280.80.j	Transfer of Service	In progress	Oct 2015		
280.80.k	Cancellation	Compliant			
280.90.a	<u>Estimated Bills</u> <p><u>Intent:</u> This Section describes the utility's responsibilities to obtain actual readings of the customer's meter and the process by which a utility may issue an estimated bill to a customer when the utility is unable to obtain an actual reading or a customer reading.</p> <p><u>Examples of rule additions and changes:</u></p> <ul style="list-style-type: none"> • After two consecutive estimated reads, the utility will contact the customer to obtain an actual read of the meter • An actual meter read may be required at the beginning and end of service • For Smart Meters, the remote read is an actual read, the utility will notify the customer if the read has failed for that billing period 	In progress	Dec 2015		58
280.90.b	Utility Meter Reading	In progress	Dec 2015		
280.90.c	Customer Meter Reading	In progress	Dec 2015		
280.90.d	Meter Readings for Beginning and Ending Service	In progress	Dec 2015		
280.90.e	Estimated Bill Formula	Compliant			
280.90.f	Bill Labeling	Compliant			

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.90.g	Refer to <i>Part II: Part 280 Details</i> below	In progress	Dec 2015		
280.100.a	<p><u>Previously Unbilled Service</u></p> <p><u>Intent:</u> This Section provides for the billing and payment of previously unbilled service caused by errors in measuring or calculating a customer's bills.</p> <p><u>Examples of rule additions and changes:</u></p> <ul style="list-style-type: none"> Charges for previously unbilled service will be itemized on the bill ComEd will offer a special payment agreement for previously unbilled service 	In progress	Dec 2015		61
280.100.b	Time Limits	In progress	Dec 2015		
280.100.c	Itemization	In progress	Dec 2015		
280.100.d	Calculation	In progress	Dec 2015		
280.100.e	Payment	In progress	Dec 2015		
280.110.a	<p><u>Refunds and Credits</u></p> <p><u>Intent:</u> This Section describes the procedures for customers to receive credits and refunds for overpayments and overcharges for utility service.</p> <p><u>Examples of rule additions and changes:</u></p> <ul style="list-style-type: none"> Overpayments have to be refunded to the government agency that was the source of the payment Overpayments will be itemized on the customers next bill 	In progress	Feb 2016		63
280.110.b	Billing Time Period for Refunds and Credits Due to Overcharges Resulting from Utility Error	Compliant			
280.110.c	Overpayment without Utility Error	In progress	Feb 2016		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.110.d	Interests on Refunds and Credits	Compliant	Aug 2015 (Automate)		
280.110.e	Itemization of Overcharges	In progress	Feb 2016		
280.110.f	Credit to Bill Statement or Direct Refund to Customer	Compliant			
280.110.g	Time Limit to File Complaint	Compliant			
280.120.a	<u>Deferred Payment Arrangements</u> <u>Intent:</u> Payment arrangements shall be structured and administered to maximize the successful retirement of past due utility service amounts owing to the utility while allowing the customer to retain active utility service. <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> When a customer transfers service, their active payment agreement will also transfer A customer may reinstate a payment agreement after default. The first reinstatement fee is waived. 	In progress	Apr 2016		65
280.120.b	Eligibility	In progress	Apr 2016		
280.120.c	Amounts Included in DPA	Compliant			
280.120.d	Transfer	In progress	Apr 2016		
280.120.e	Bill Itemization	In progress	Jun 2015 Dec 2015		
280.120.f	Down Payment	Compliant			
280.120.g	Length of DPA	In progress	Apr 2016		
280.120.h	Installments	Compliant			
280.120.i	Default	Compliant			
280.120.j	Reinstatement	In progress	Jun 2015		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.120.k	Renegotiation	In progress	Apr 2016		
280.120.l	Overlapping Arrangements	In progress	Apr 2016		
280.120.m	Eligibility for Winter DPA	In progress	Apr 2016		
280.125.a	<u>Deferred Payment Arrangements for Low Income Customers</u> <u>Intent:</u> To enable low income customers to better retain essential utility services, a low income customer shall be eligible for all the provisions described in Section 280.120 from April 1 through November 30. In addition, a low income customer shall be entitled to the altered provisions described in this Section. <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> ComEd will not charge a reinstatement fee for low income customers ComEd will offer an amended payment agreement to low income customers 	In progress	Dec 2015		72
280.125.b	Down Payment	In progress	Jun 2015		
280.125.c	Length of DPA Term	Compliant			
280.125.d	Reinstatement Fee Waiver	In progress	Jun 2015		
280.125.e	Amended DPA	In progress	Jun 2015		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.130.a	<p><u>Disconnection of Service</u></p> <p><u>Intent:</u> The purpose of this Section is to provide adequate notice and reason for disconnection; allow for the customer to remedy the problem and avoid disconnection; create an expectation to act upon notice by a utility when a customer does not remedy the problem; and set prohibitions and limits on disconnection under certain circumstances.</p> <p><u>Examples of rule additions and changes:</u></p> <ul style="list-style-type: none"> • Specific rules for disconnection of service in the event of customer's failure to provide access to equipment • Disconnect notices will remain effective for 45 days after notification sent once changes are complete 	In progress	February 2016		73
280.130.b	Allowable Reasons for Disconnection	In progress	Feb 2016		
280.130.c	Non-deniable Charges	In progress	Feb 2016		
280.130.d	Disconnection Notice Content	In progress	Feb 2016		
280.130.e	Method of Disconnection Notice Delivery	Compliant			
280.130.f	Third Party Notice	In progress	Feb 2016		
280.130.g	Timing of Notice	In progress	Feb 2016		
280.130.h	Exemptions to Notice Requirements	In progress	Feb 2016		
280.130.i	Warning Letter Required Instead of Appendix A	In progress	Feb 2016		
280.130.j	Warning Call to Residential and Master-Metered Customers	In progress	Apr 2015		
280.130.k	Obligation to Act	In progress	Feb 2016		
280.130.l	Time of Day and Day of the Week Prohibitions and Limits	In progress	Feb 2016		
280.130.m	Medical Certification	Compliant			
280.130.n	Temperature Prohibitions	Compliant			
280.130.o	Energy Act of 1989 Participants	Compliant			

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.130.p	Electric Space-Heating Customer Winter Disconnection Prohibition	Compliant			
280.130.q	Military Personnel on Active Duty Disconnection Prohibition	Compliant			
280.130.r	Service Member or Veteran Disconnection Prohibition	Compliant			
280.135.a	<u>Winter Disconnection of Residential Heating Services, December 1 through March 31</u> This section of the new Part 280 incorporates preexisting rules from the Public Utilities Act.	Compliant			<u>84</u>
280.135.b	Refer to <i>Part II: Part 280 Details</i> below	Compliant			
280.135.c	Refer to <i>Part II: Part 280 Details</i> below	Compliant			
280.135.d	Refer to <i>Part II: Part 280 Details</i> below	Compliant			
280.135.e	Refer to <i>Part II: Part 280 Details</i> below	Compliant			
280.135.f	Refer to <i>Part II: Part 280 Details</i> below	Compliant			
280.135.g	Refer to <i>Part II: Part 280 Details</i> below	Compliant			
280.135.h	Refer to <i>Part II: Part 280 Details</i> below	Compliant			
280.135.i	Refer to <i>Part II: Part 280 Details</i> below	Compliant			
280.135.j	Refer to <i>Part II: Part 280 Details</i> below	Compliant			

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.140.a	<p><u>Disconnection for Lack of Access to Multi-Meter Premises</u></p> <p><u>Intent:</u> This Section provides adequate notice and reason for disconnection of an entire multi-meter premises when a utility is unable to gain access to its facilities; allows for the property owner/manager and customers of the premises to remedy the problem and thereby avoid disconnection; and sets prohibitions and limits on this form of disconnection.</p> <p><u>Examples of rule additions:</u></p> <ul style="list-style-type: none"> • ComEd may disconnect multi-unit dwellings if it is unable to access it's equipment • Multiple notices and premise visits will be occur prior to disconnection • When applicable, inconvenience compensation credits will be provided to customers 	Compliant	Apr 2016 (automate)		91
280.140.b	Allowable Reasons for Disconnection of an Entire Multi-Meter Premises	Compliant	Apr 2016 (automate)		
280.140.c	Utility Actions Required prior to Disconnection of an Entire Multi-Meter Premises	Compliant	Apr 2016 (automate)		
280.140.d	Inconvenience Compensation Credit	Compliant	Apr 2016 (automate)		
280.140.e	Limitations on Non-payment Disconnections for Multi-Meter Premises	Compliant	Apr 2016 (automate)		
280.140.f	Reconnection	Compliant	Apr 2016 (automate)		
280.140.g	Data Collection and Maintenance	Compliant	Apr 2016 (automate)		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.150	<u>Disconnection of Master-Metered Apartment Buildings</u> This section of the new Part 280 references preexisting rules from the Rental Property Utility Service Act.	Compliant			94
280.150.a	Inform tenants of the pending disconnection of their utility service	Compliant			
280.150.b	Set out their remedies, including the right to petition a court for appointment of a receiver to collect rents and remit a portion of the rents to the utility for payment of utility bills.	Compliant			
280.160.a	<u>Medical Certification</u> <u>Intent:</u> The purpose of this Section is to temporarily prohibit disconnection of utility service to a residential customer for at least 60 days in cases of certified medical necessity; and to provide an opportunity for the customer to retire past due amounts by periodic installments under an automatic medical payment arrangement commencing after 30 days. <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> • Medical payment agreement will be provided to those who qualify • Medical certifications are valid for 60 days 	In progress	Feb 2016		94
280.160.b	Certifying Parties	Compliant			
280.160.c	Method of Certification	In progress	Aug 2015		
280.160.d	Certificate Content	Compliant			
280.160.e	Certificate Timing	In progress	Feb 2016		
280.160.f	Restoration	Compliant			
280.160.g	Duration of Certificate	Compliant			

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.160.h	Data Collection and Maintenance	In progress	Feb 2016		
280.160.i	Medical Payment Arrangement	In progress	Aug 2015 Dec 2015(bill)		
280.160.j	New Certification of Previously Certified Accounts	In progress	Feb 2016		
280.170.a	<u>Timely Reconnection of Service</u> <u>Intent:</u> This Section provides for the timely reconnection of disconnected customers after they have remedied the reasons for the disconnection or provided valid medical certification. <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> • With certain exceptions, ComEd must restore service within 4 days • In certain circumstances, customers may be entitled to a credit if reconnection is delayed in excess of 2 days 	In progress	Feb 2016		97
280.170.b	Timing	In progress	Feb 2016		
280.170.c	Exception for Lack of Access	Compliant			
280.170.d	Exception for Disconnection not at the Meter or not at the Normal Place of Disconnection	Compliant			
280.170.e	Exception for Damage or Unsafe Condition	Compliant			
280.170.f	Temporary Exception for Unforeseen Circumstances	In progress	Feb 2016		
280.170.g	If service was shut off in error, the utility shall not bill the customer a reconnection charge	In progress	Feb 2016		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.180.a	<u>Reconnection of Former Residential Customers for the Heating Season</u> This section of the new Part 280 incorporates preexisting rules from the Public Utilities Act. <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> One's financial inability to pay may be considered in reconnecting service 	In progress	Oct 2015		99
280.180.a	Refer to <i>Part II: Part 280 Details</i> below	Compliant			
280.180.b	Limitations	Compliant			
280.180.c	DPA	Compliant			
280.180.d	Refer to <i>Part II: Part 280 Details</i> below	Compliant			
280.180.e	Reconnection	In progress	Oct 2015		
280.180.f	Refer to <i>Part II: Part 280 Details</i> below	In progress	Oct 2015		
280.180.g	Survey and Notice to Affected Customers	Compliant			
280.180.h	Refer to <i>Part II: Part 280 Details</i> below	In progress	Oct 2015		
280.180.i	Refer to <i>Part II: Part 280 Details</i> below	Compliant			

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.190.a	<p><u>Treatment of Illegal Taps</u></p> <p><u>Intent:</u> The purpose of this Section is to require the utility to investigate high bills resulting from an abnormal or unexplained increase in consumption alleged by a customer. The utility shall investigate the allegation, to the extent customer-owned facilities are readily visible or accessible, to determine the reason and whether the consumption is caused by an illegal tap or diversion of service.</p> <p><u>Examples of rule additions and changes:</u></p> <ul style="list-style-type: none"> • ComEd will attempt to identify who is performing the illegal tap • ComEd will notify the customer and landlord of the results of the investigation 	In progress	Apr 2016		106
280.190.b	Utility Investigation	In progress	Apr 2016		
280.190.c	Notice of Investigation Results	In progress	Apr 2016		
280.190.d	Disconnection of Service	Compliant			
280.190.e	Utility Determination of Benefitting Party	In progress	Apr 2016		
280.190.f	Construction Error	In progress	Apr 2016		
280.190.g	Refer to <i>Part II: Part 280 Details</i> below	Compliant			

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.200.a	<p><u>Tampering</u></p> <p><u>Intent:</u> Tampering with utility wires, pipes, meters or other service equipment is prohibited. The intent of this Section is to describe the process by which the utility shall bill the customer for the unauthorized usage when the utility has proof that the customer benefitted from tampering.</p> <p><u>Examples of rule additions and changes:</u></p> <ul style="list-style-type: none"> If proof of tampering is found, ComEd will notify the customer 	In progress	Apr 2016		108
280.200.b	Proof	Compliant			
280.200.c	Investigation	Compliant			
280.200.d	Notice to Customer	Compliant			
280.200.e	Remedy	In progress	Apr 2016		
280.200.f	Timing	Compliant			
280.200.g	Record Keeping	Compliant			
280.205.a	<p><u>Non-Residential Tampering</u></p> <p><u>Intent:</u> The provisions of Section 280.200 shall apply in cases of non-residential tampering. In addition, this Section shall provide the utility with immediate relief from further unauthorized usage of service by a non-residential customer.</p>	Compliant			110
280.205.b	Disconnection	Compliant			

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.210.a	<u>Payment Avoidance by Location</u> <u>Intent:</u> With the understanding that a utility and its customers must deal in good faith with each other, this Section defines the process by which a utility may protect itself and its ratepayers from persons seeking to use a pattern of action to avoid payment for service used at a specific service location. <ul style="list-style-type: none"> This is a new rule in its entirety. 	In progress	Apr 2016		110
280.210.b	Conditions	In progress	Apr 2016		
280.210.c	Exemption	In progress	Apr 2016		
280.210.d	Notification of PAL	In progress	Apr 2016		
280.210.e	Deposit	In progress	Apr 2016		
280.210.f	Burden of Proof	In progress	Apr 2016		
280.210.g	Data Collection and Maintenance	In progress	Apr 2016		
280.220.a	<u>Utility Complaint Process</u> <u>Intent:</u> To provide utilities and customers with the ability to resolve complaints or appeal complaints that cannot be resolved directly between the parties. <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> The customer must raise dispute with ComEd prior to filing an informal complaint with Illinois Commerce Commission There is an appeals process to the Consumer Services Division in the event of unresolved disputes 	Compliant			113
280.220.b	Customer Contact	Compliant			
280.220.c	Methods of Contact	Compliant			
280.220.d	Availability	Compliant			

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.220.e	Complaint Response Timeline	Compliant			
280.220.f	Customer Payment During Complaint	Compliant			
280.220.g	Late Fees	Compliant			
280.220.h	Third Party Services and Billing	Compliant			
280.220.i	Appeal to Supervisor	Compliant			
280.220.j	All customer complaints must be assigned a complaint number that shall be retained by the utility for two years.	Compliant			
280.220.k	Prohibition Against Disconnection	Compliant			
280.220.l	Appeal to Commission Complaint Process	Compliant			
280.230.a	<u>Commission Complaint Process</u> <u>Intent:</u> This Section provides utilities and customers with a process through the Commission's Consumer Services Division that allows the parties to settle a dispute without litigation; or to appeal an ongoing conflict that cannot be resolved informally to the Commission's formal complaint process. <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> • This section of the new Part 280 incorporates preexisting rules from the Public Utilities Act. • The parties, including the Consumer Services Division, may work together to resolve the customer's dispute, in lieu of the informal complaint process 	Compliant			<u>116</u>
280.230.b	Intake of Complaints by the Commission's Consumer Services Division	Compliant			
280.230.c	Presentation of the Complaint to the Utility	Compliant			
280.230.d	Timeline to Answer	Compliant			
280.230.e	Extensions	Compliant			

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.230.f	Utility Answer to the Informal Complaint	Compliant			
280.230.g	Prohibition on Disconnection	Compliant			
280.230.h	Right to Appeal	Compliant			
280.230.i	Timeline to File a Formal Complaint to Seek Refund	Compliant			
280.240	<u>Public Notice of Commission Rules</u> Each utility shall provide notice to customers of the availability of Commission rules. Notice substantially in the form shown in Appendix C shall be posted on any utility web site and written notice shall be provided to customers annually. The notice to customers may be in the form of a bill message in which customers will be provided the opportunity to obtain copies of the Commission's rules upon request or by accessing the utility's website.	In progress	Dec 2015		120
280.250	<u>Second Language Requirements</u> When there is a demonstrated need for second language notices in the service area of any utility, notices as set out in Appendices A and B sent to customers located within the area should contain the following warning in the appropriate second language: "Important – This notice affects your rights and obligations and should be translated immediately."	In progress	Dec 2015		120

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section	Description	Status	Estimated Completion Date ¹	Completion Date	Section Page Number
280.260.a	<u>Customer Information Packet</u> <u>Intent:</u> The utility shall develop customer information material and provide the material to customers without additional charge. <u>Examples of rule additions and changes:</u> <ul style="list-style-type: none"> • Written copy will be sent or delivered to all new customers • The Customer Information Packet will be available on ComEd's website 	In progress	Oct 2015		121
280.260.b	Content	In progress	Oct 2015		
280.260.c	Distribution	In progress	Oct 2015		
280.260.d	Filing with Commission	In progress	Oct 2015		
280. Appendix A	<u>Disconnection Notice</u>	In progress	Dec 2015		123
280. Appendix B	<u>Customer Rights</u>	In progress	Dec 2015		125
280. Appendix C	<u>Public Notice</u>	See Section 280.240			127
280. Appendix D	<u>Disconnection Notice Insert for Residential Gas and Electric Customers</u>	Compliant			128

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Part II: Part 280 Details

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>280.30 – Application</u>			
<u>280.30.b – Application – Information Requirements</u>	The utility shall make available on its website a full description of the utility's application process, including all forms of acceptable identification, for review in the utility's tariff with the Commission. The utility shall also mail a printed version to applicants or customers who request a copy.	NA	NA
<u>280.30.c – Application – Methods</u>	<ol style="list-style-type: none"> 1) The applicant shall have the option to choose from the available application methods offered by the utility. 2) Third party applications may be made only by persons who have been authorized to act on behalf of the applicant, and the utility must verify this authorization either by documentation or by direct contact with the applicant. If a utility fails to verify authorization, it shall not be entitled to collect for service if the customer disclaims any responsibility for requesting the service; provided, however, that named customers who reside and receive mail at the service/billing address will be rebuttably presumed to have authorized the application if they do not contact the utility to contest billing within six months after service activation. 	280.50.d	If a utility takes applications for service by telephone from third parties or users who will not be the customers of the service, and if the utility does not verify the third party or user application with the customer, the utility shall not be entitled to collect from the customer of the service if the customer disclaims any responsibility for requesting the service; provided, however, that users will be responsible for paying for their use.
<u>280.30.d – Application –</u>	1) Positive identification (ID) of applicants may be required by up to two forms of ID. One form shall be a	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule</u>²
<u>Application Content</u>	<p>government issued photo ID, including a state issued ID, U.S. or foreign government issued passport, and consular identification documents, as defined by the Consular Identification Document Act [5 ILCS 230]. Applicants may be asked to provide one other form of identification, including but not limited to any of the following:</p> <ul style="list-style-type: none"> a) A second government issued photo ID; b) Social Security number; c) Driver's license number; d) Birth certificate; e) Immigration and/or naturalization documents; f) Student identification; g) Banking information; h) Employment records; i) Government benefits/compensation records; j) Tax ID number; k) Articles of incorporation; or l) Business license. <p>2) The applicant shall have the opportunity to choose the second form of identification to provide from the list in subsection (d)(1). The utility may not oblige an applicant to provide one form of identification in favor of another, so long as one form is a government issued photo ID and the identification provided is valid and accurate.</p> <p>3) If the applicant is non-residential, the utility shall request information to determine if the applicant is a small business.</p> <p>4) Service location and contact information required of applicants:</p>		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	a) Service address for the premises; b) Mailing address if different from the service address; c) The applicant's preferred method of contact from the utility; d) Telephone number if available; e) E-mail address (optional); and f) Contact information for property owner/manager if premises are rental (optional).		
<u>280.30.e – Application – Requirements for Successful Application</u>	1) Information submitted must be accurate and verifiable; and 2) Any past due debts for utility services still owing to the utility by the applicant shall be identified and governed by this subsection (e)(2). The applicant must: a) Pay past due debt in full and, if otherwise required, enter into a payment plan for the deposit amount; or b) At the utility's discretion, enter into a payment agreement to retire the debt; or c) Make a down payment and agreement to retire the debt under the requirements of Section 280.180 (Reconnection of Former Residential Customers for the Heating Season).	280.50.a-b	1) If, after a review of its own past service records, a utility finds that an applicant for residential service has failed to pay for past due utility service for the same class of service furnished to him/her at the same or at another address, or if the credit score of the applicant for residential service does not meet or exceed the predetermined minimum credit score selected by the utility using a credit scoring system (see Section 280.40), a utility may refuse to provide service, unless the applicant, at the option of the utility, pays any past due bill and/or provides a deposit pursuant to Section 280.70 and/or enters into a deferred payment agreement pursuant to Section 280.110. A utility that elects to use a credit scoring system shall file a tariff describing its practice of using a credit scoring system. For purposes of this subsection, a utility may refuse to

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			<p>provide service if the applicant is liable for a past due bill for utility service pursuant to Section 15 of the Rights of Married Persons Act [750 ILCS 65/15], unless the applicant, at the option of the utility, pays any past due bill and/or provides a deposit pursuant to Section 280.70 and/or enters into a deferred payment agreement pursuant to Section 280.110.</p> <p>2) If, after a review of its own past service records, a utility finds that an applicant for non-residential service has failed to pay for past due utility service for the same class of service furnished to him/her at the same or at another address, or if the applicant for non-residential service is unable to establish satisfactory credit references, a utility may refuse to provide service, unless the applicant, at the option of the utility, pays any past due bill and/or provides a deposit pursuant to Section 280.70 and/or enters into a deferred payment agreement pursuant to Section 280.110.</p>
<u>280.30.f – Application – Applicable Past Due Debts</u>	1) Past due debts may only include debts for which the utility has retained summary data to support the validity of the debt. The utility shall make these records available to the applicant upon request. In addition, the utility shall provide, on request, a detailed description and the source of any other information supporting the	280.50.c	A bill for one class of service (residential or non-residential) shall not be transferred to a bill for the other class of service, nor shall the bill for one form of utility service (such as gas) be transferred to a bill for another form of utility service (such as electric). Service

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>debt. At a minimum, summary data supporting the debt shall include:</p> <ul style="list-style-type: none"> a) The service address or addresses where the debt accrued; b) Meter readings and dates; c) Usage and dates; and d) Bill amounts and dates. <p>2) For purposes of determining whether an applicant may become a customer, past due debts shall not include charges owing for non-utility services and merchandise.</p> <p>3) Past due debts shall not include utility charges owing for a different class (residential or non-residential) or type (gas, electric, water or sewer) of service.</p> <p>4) Past due debts shall not include debts owing by persons other than the applicant, with the exception of debts owing as family expenses of married persons. Family expenses shall not include debts incurred at a location separate from the family by a spouse who abandons the family (see Section 15 of the Rights of Married Persons Act [750 ILCS 65/15]).</p> <p>5) This subsection (f) shall not prevent a utility from considering past due debts when evaluating applications or pursuing collections if those past due debts accumulated before November 1, 2014, and if the utility kept records to document the past due debts as were allowed at the time the debts were accumulated.</p> <p>6) In instances in which the utility decides not to offer a payment plan for past due debts, it must provide a written statement to the applicant that contains the rationale for its refusal.</p>		<p>shall not be denied for nonpayment of bills for merchandise or nonutility services.</p>
<u>280.30.g –</u>	If the applicant disputes the validity of the past due debt	<u>280.160.b</u>	Where any dispute between a utility and an

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Application – Disputed Past Due Debts</u>	and the utility sustains the charges, the utility shall provide the applicant with the contact information for the Commission's Consumer Services Division for an informal complaint.		applicant, customer or user cannot be resolved between the parties, each utility shall direct its personnel engaged in personal contact with the applicant, customer or user seeking such dispute resolution under the provisions of this Part, to inform him/her, if he/she expresses nonacceptance of the decision of such personnel, of his/her right to have the problem considered and acted upon by supervisory personnel of the utility. Each utility shall further direct such supervisory personnel to inform such an applicant, customer, or user who expresses nonacceptance of the decision of such supervisory personnel, of his/her right to have the problem reviewed by the Commission, and shall furnish him/her with the telephone number and address of the Consumer Assistance Section of the Illinois Commerce Commission.
<u>280.30.h – Application – Deposit Payment Requirement</u>	The utility may require a deposit of an applicant for service under the criteria listed in Sections 280.40 (Deposits) and 280.45 (Deposits for Low Income Customers). The utility may require that the initial down payment of any applicable deposit be paid within a minimum of 12 days.	280.50.a	The text of this rule is provided above. See 280.30.e.
<u>280.30.i – Application – Timeline for Application Processing</u>	1) Approval or rejection of the application, including notification to the applicant, shall be accomplished within two business days after the date all the required information is received from the applicant. 2) Notification shall include the specific reasons for the	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>rejection so that the applicant may have the opportunity to remedy the reasons for the rejection. If the utility is unable to contact the applicant for notification purposes by a method other than mailing, written notification of the problems shall be sent to the mailing address provided by the applicant.</p> <p>3) If the application meets the requirements of this Part or the applicant remedies any deficiencies, the utility shall approve the application for service.</p>		
<u>280.30.i – Application – Timeline for Service Activation</u>	<p>1) Electric, water or sewer utilities: Absent any delays caused by construction or other equipment work required for service activation, an electric, water or sewer utility shall activate service for a successful applicant at the earliest possible date, but no more than four calendar days after the approval of the application, unless the applicant requests a later date of activation.</p> <p>2) Gas utilities: Absent any delays caused by construction or other equipment work required for service activation, a gas utility shall activate service for a successful applicant at the earliest possible date, but no more than seven calendar days after the approval of the application, unless the applicant requests a later date of activation.</p> <p>3) If a successful applicant for utility service seeks activation of service on a date beyond the timelines described in subsections (j)(1) and (2), the utility shall activate the service either on the date specified by the applicant or within two business days after the requested date if the utility is unable to accommodate the requested date.</p>	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule</u>²
	<p>4) If, through no fault of the applicant, the utility delays activation of service for two or more calendar days beyond the number of days required by this subsection (j), it shall issue a credit to the new customer's account equal to the monthly customer charge for that customer pro-rated by the number of days of the delay beyond the requirements of this subsection (j).</p> <p>5) Exception for lack of access: A utility shall not be obliged to conform to the time limits in this subsection (j) if it is not allowed access to activate the service; provided, however, that the utility must record the date, time of day, utility personnel involved and reason access was not gained. It shall retain the record for two years. In addition, the utility's field representative making the visit to activate service shall leave a door tag at the premises. The door tag shall indicate when the utility representative was there and provide the contact information for the customer to reschedule.</p> <p>6) Exception for damage or unsafe condition: A utility shall not be obliged to conform to the time limits of this subsection (j) if repair, construction or correction of an unsafe condition is required prior to activation of service.</p> <p>7) Temporary exception for unforeseen circumstances: A utility that experiences a temporary, unanticipated and not reasonably foreseeable overload of its ability to provide for the timely activation of service may, upon notice explaining the circumstances to the Commission's Consumer Services Division, temporarily forego the requirements of this Section so long as the utility can demonstrate that it is taking diligent action to</p>		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	remedy the overload. 8) The utility shall report to the Commission's Consumer Services Division those instances in which the timelines are not met. The utility shall report quarterly on the frequency of the temporary exceptions exercised.		
<u>280.30.k – Application – Data Collection and Maintenance Requirements</u>	A utility shall collect the following data on a monthly basis and maintain the data for two years following its collection, making the data available to Commission Staff within 30 days after a request from Staff: 1) The total number of residential applications taken by the utility; 2) The total number of non-residential applications taken by the utility; 3) The number of residential applications rejected by the utility. For purposes of this subsection (k), applications for service that are not accepted by the utility because the applications are incomplete shall be considered rejected applications; 4) The number of non-residential applications rejected by the utility; and 5) The reason, by category under subsection (e), for the rejection of each application listed in subsections (k)(3) and (4).	280.50.f	1) A utility that elects to utilize a credit scoring program for applicants for residential service shall collect the following data and maintain such data for a period of five years following its collection: a) the number of credit scores requested for applicants; b) the number of applicants who received passing credit scores; c) the number of applicants who received failing scores; d) the number and total amount of deposits obtained from applicants subject to the credit scoring program; e) the number of times a security deposit was waived for low-income applicants and for other applicants, with stated reasons for the waiver; f) the number of disconnections of service for applicants who failed to pay the required deposit; and g) the number of formal or informal complaints alleged by applicants regarding the use of credit scoring or the requirement to pay a deposit

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			based on the credit scoring program.
<u>280.35 – Revert to Landlord/Property Manager Agreements</u>			
<u>280.35.b – Revert to Landlord/Property Management Agreements – Prearrangement to be in Writing</u>	The utility and landlord/property manager shall agree in writing to the prearranged procedures entered into under this Section. The utility shall provide an example of its prearrangement form in the utility's tariff and maintain a copy of the form on its website. Absent written prearrangement with a landlord/property manager, the utility shall not place service in the name of the landlord/property manager unless the landlord/property manager contacts the utility to apply for service.	NA	NA
<u>280.35.c – Revert to Landlord/Property Management Agreements – Notice</u>	Every time a utility places service into the responsibility of a landlord/property manager under prearrangement, the utility must, within two business days, notify the landlord/property manager that the service has been placed in the landlord/property manager's responsibility and that the landlord/property manager will be billed on a forward basis for service provided to the premises until a new tenant successfully applies for service. Notice shall be provided separately from the bill statement and shall be made prior to the first bill to the landlord/property manager. By agreement with the landlord/property manager, the utility may disregard the above notification provisions.	NA	NA
<u>280.35.d – Revert to Landlord/Property Management Agreements – Tenant Bills</u>	The utility shall not hold the landlord/property manager responsible for an amount owing to the utility by any tenant.	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>280.35.e – Revert to Landlord/Property Management Agreements – Accuracy of Billing</u>	Prior to making the landlord/property manager responsible for service, if the meter has not been read by the utility within the past 60 days, the utility shall obtain an actual meter reading to ensure correct billing, so long as the utility is provided access to the meter. If the utility is unable to obtain an actual meter reading, the utility must allow the landlord/property manager to provide the utility with a customer reading.	NA	NA
<u>280.35.f – Revert to Landlord/Property Management Agreements – Itemization of Transfer Balances</u>	When a landlord/property manager maintains multiple premises within a utility's service territory, the utility shall not transfer balances owing from one premises account to another until the landlord/property manager has failed to pay the final bill rendered for that premises or the landlord/property manager requests that the balance be transferred. When transferring final balances from one premises account to another, the utility shall indicate on the bill the location where the amount due originated.	NA	NA
<u>280.40 – Deposits</u>			
<u>280.40.b – Deposits – Notifications of Demand for Deposit</u>	<ol style="list-style-type: none"> 1) A utility shall make an initial notice of a deposit to an applicant or customer no later than 45 days after the applicant's application for service is approved or after the event that justifies the deposit. A deposit shall not be assessed until the initial notice is given. 2) The initial deposit notice shall be made in writing and shall disclose: <ol style="list-style-type: none"> a) The reason for the deposit; b) The amount of the deposit and how it is calculated; c) The payment requirements and schedule of payments for the deposit; d) The date by which the entire deposit must be paid; e) That the amount of the deposit may be adjusted if 	280.60.d	A utility requesting a deposit for any of the reasons stated in this Section shall make such request within forty-five days after the event giving rise to the request takes place. In the event the customer's wires, pipes, meters or other service equipment have been tampered with and the customer enjoyed the benefit of the tampering the request for deposit must be made within forty-five days after the discovery of the tampering.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>the annual charges for the customer substantially change;</p> <p>f) The refund policy for the deposit;</p> <p>g) The interest policy for the deposit;</p> <p>h) The deposit policy applicable to qualified low income customers and how qualification can be demonstrated; and</p> <p>i) The availability and contact information for the Commission's Consumer Services Division in the event of a dispute that the utility has not resolved to the satisfaction of the applicant or customer.</p>		
<u>280.40.c – Deposits – Calculation of Deposit Amounts</u>	<p>1) Residential and small business customer deposits shall not exceed 1/6 of the estimated annual charges for the service to that customer.</p> <p>2) Non-residential, other than small business, customer deposits shall not exceed 1/3 of the estimated annual charges for service to that customer.</p>	280.70.c	
<u>280.40.d – Deposits – Application Deposits</u>	<p>The utility shall have the right to require a deposit of an applicant under the following conditions:</p> <p>1) The applicant was previously disconnected for non-payment of bill amounts owing to the utility for the same class and type of service;</p> <p>2) The applicant failed to pay a final bill owing to the utility for the same class and type of service;</p> <p>3) The residential applicant's credit score fails to meet the minimum standard of the credit scoring system described in the utility's tariff;</p> <p>4) The non-residential applicant fails to provide satisfactory credit references, including past utility service records or favorable history with other creditors. The utility shall file a tariff with the</p>	280.50.a-b	The text of this rule is provided above. See 280.30.e

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>Commission describing its criteria by which non-residential applicants can establish satisfactory credit for this purpose;</p> <p>5) The utility has proof that the applicant previously benefitted from tampering as described in Section 280.200;</p> <p>6) The utility has proof that the conditions described in Section 280.210 (Payment Avoidance by Location) exist for the applicant.</p>		
<u>280.40.e – Deposits – Present Customer Deposits</u>	<ol style="list-style-type: none"> 1. A present customer may be required to pay a deposit if both of the following conditions occur: <ol style="list-style-type: none"> a. The customer has paid late four times in the past 12 months; and b. The customer's account has an undisputed past due balance that has remained unpaid for over 30 days beyond the due date. 2. A present residential customer may avoid the requirement to pay a deposit under subsection (e)(1) by entering into and keeping current with a DPA for the unpaid balance, so long as the customer enters the DPA prior to the assessment of the deposit. 3. A present customer may be required to pay a deposit if the utility has proof that the customer benefitted from tampering. 4. A present large commercial or industrial customer may be required to pay a deposit for indications of financial insecurity in accordance with, and as allowed by the terms and conditions of, a utility's effective tariffs. 	280.60.a-f	<ol style="list-style-type: none"> 1) A utility may request a deposit pursuant to Section 280.70 herein from a present residential or present non-residential customer during the first twenty-four months that the customer receives utility service from the utility if the customer, during any twelve month period, pays late four times if billed monthly, two consecutive times or three times if billed bi-monthly or two times if billed quarterly or semi-annually, or if the customer's wires, pipes, meters or other service equipment have been tampered with and the customer enjoyed the benefit of the tampering. 2) A utility may request a deposit pursuant to Section 280.70 herein from a present residential customer after the first 24 months that the customer has received utility service if the customer's wires, pipes, meters or other service equipment have been tampered with and the

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			<p>customer enjoyed the benefit of the tampering.</p> <p>3) A utility may request a deposit pursuant to Section 280.70 herein from a present non-residential customer after the first twenty-four months that the customer has received utility service if the customer, during any twelve-month period ending after the first twenty-four months of service, pays late six times if billed monthly, three times if billed bi-monthly or two times if billed quarterly or semi-annually, or if the customer's wires, pipes, meters or other service equipment have been tampered with and the customer enjoyed the benefit of the tampering.</p> <p>4) A utility requesting a deposit for any of the reasons stated in this Section shall make such request within forty-five days after the event giving rise to the request takes place. In the event the customer's wires, pipes, meters or other service equipment have been tampered with and the customer enjoyed the benefit of the tampering the request for deposit must be made within forty-five days after the discovery of the tampering.</p> <p>5) A present customer whose service is discontinued becomes an applicant for service subject to the provisions of</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			<p>Section 280.50 herein for purposes of reconnection of his/her service.</p> <p>6) Present residential customers who are indebted to a utility for past due utility service shall have the opportunity to negotiate a deferred payment agreement pursuant to Section 280.110 herein to retire the debt. Present non-residential customers who are indebted to a utility for past due utility service may have the opportunity to negotiate a deferred payment agreement pursuant to Section 280.110 herein to retire the debt.</p>
<u>280.40.f – Deposits – Deposit Payment</u>	A utility may require payment of 1/3 of an applicable deposit by including that amount on the first bill statement sent to the customer after the issuance of the deposit. The remaining 2/3 of the deposit shall be paid in equal installment amounts included on the next two bill statements. However, a deposit assessed under Section 280.210 may be collected in a single amount due prior to service activation.	280.70.c	<p>Amount</p> <p>1) Deposits required of applicants for residential service, residential customers, applicants for non-residential service that are not "small businesses" (see Section 280.40), and non-residential customers that are not small businesses, shall be governed by the following:</p> <p>a) In the case of gas utilities and electric utilities, no utility shall request a deposit from an applicant for residential service or from a residential customer <i>in excess of $\frac{1}{6}$ of the estimated annual charges for service for the applicant or customer computed at the net rate for that class of service.</i> [220 ILCS 35/3] In the case of gas utilities and electric</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule</u> ²
			<p>utilities, no utility shall request a deposit from an applicant for non-residential service or from a non-residential customer in excess of $\frac{1}{3}$ of the amount of the estimated annual charges for service for the applicant or customer computed at the net rate for that class of service. In the case of water utilities and sanitary sewer utilities, no utility shall request a deposit from an applicant or customer in excess of $\frac{1}{3}$ of the estimated annual charges for service computed at the net rate for that class of service.</p> <p>b) <i>A utility may request that a minimum of $\frac{1}{3}$ of the amount of a requested deposit be paid within twelve days after the issue date of the request for deposit. At least two billing periods shall be allowed by gas utilities and electric utilities in which to pay the balance of the deposit. A period of 30 days shall be allowed by water utilities and sanitary sewer utilities in which to pay the balance of the deposit.</i></p> <p>2) Deposits required of small business applicants and customers shall be governed by the following:</p> <p>a) No utility subject to this Part shall</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			<p>request a deposit from a small business in excess of ¹/₆ of the estimated annual charge for service for that small business computed at the net rate for that class of service.</p> <p>b) A utility may request a minimum amount equal to ¹/₃ of a requested deposit to be paid within 12 days after the issue date of a notice requesting such deposit. A utility may require the full payment of the remaining balance of the deposit to be paid by the applicant no sooner than 2 billing periods typically or routinely used by the utility.</p> <p>3) For all deposits, the date by which the entire deposit must be paid must be plainly indicated on the deposit request. The amount of the deposit may be adjusted at the request of the customer, applicant or utility at any time when the character or degree of use of the service materially changes or when it is clearly established that the character or degree of use of the service will materially change in the immediate future.</p>
<u>280.40.g – Deposits – Deposit Interest</u>	1) Interest shall be paid to the customer on all deposit amounts, including installments, held by the utility. The rate of interest will be the same as the rate existing for the average one year yield on U.S. Treasury Securities for the last full week in November. The interest rate will	280.70.e	<p>Interest on Deposits</p> <p>1) Interest shall be paid on all deposits held by the utility. The rate of interest will be the same as the rate existing for the average one-year yield on U.S. Treasury</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>be rounded to the nearest 0.5%. In December each year, the Commission shall announce the rate of interest that shall be paid on all deposit amounts held during all or part of the subsequent year.</p> <p>2) After 12 consecutive months of accumulated interest, when a customer is not entitled to a refund of the deposit, the utility shall automatically credit the customer's account with the interest only. The credit shall be itemized on the customer's next regular bill statement as "deposit interest".</p>		<p>securities for the last full week in November. The interest rate will be rounded to the nearest .5%. In December of each year the Commission shall announce the rate of interest that shall be paid on all deposits held during all or part of the subsequent year.</p> <p>2) At the end of every year of service, if the deposit plus interest is not refunded to the customer, the utility shall automatically refund the accrued interest on the deposit to the customer by crediting the customer's account and so stating this credit clearly on the customer's next regular bill.</p>
<u>280.40.h – Deposits – Refund Conditions for Deposits</u>	<p>1) The utility shall automatically refund the deposit plus accumulated interest once the customer completes 12 consecutive months of service with fewer than four late payments, no disconnections for nonpayment and no tampering with the service, if the customer has no past due balance owing at the time of the deposit refund.</p> <p>2) The utility shall automatically refund the deposit plus accumulated interest, less any unpaid utility service bill amount, when the customer voluntarily ends service and is not transferring service to another location. The refund shall be made at the time the final bill for service is issued.</p> <p>3) The utility shall refund the deposit plus accumulated interest automatically, less any unpaid utility service bill amount, 30 days after disconnection of service for non-payment when the former customer has not paid the</p>	280.70.d	<p>Refund of Deposits</p> <p>1) Deposits plus interest shall be automatically refunded after being held for twelve months as follows:</p> <p>a) if the twelve months during which the deposit was held are within the first 24 months that a customer has received utility service, the deposit plus interest shall be refunded only so long as the service has not been interrupted for nonpayment or so long as the customer has not paid late four times if billed monthly, two consecutive times or three times if billed bi-monthly or two times if billed quarterly or semi-annually or so long</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>full balance owing or otherwise made arrangements with the utility to have the service restored.</p> <p>4) Nothing shall prevent the utility from refunding a deposit earlier than required by this subsection (h).</p>		<p>as the customer's wires, pipes, meters or other service equipment have not been tampered with during the time the deposit was held which resulted in the customer enjoying the benefit of the tampering;</p> <p>b) if the twelve months during which the deposit was held were subsequent to the first 24 months that a customer has received utility service, the deposit plus interest shall be refunded only so long as the service has not been interrupted for nonpayment or so long as the customer has not paid late six times during the past twelve months if billed monthly, or three times if billed bi-monthly or two times if billed quarterly or semi-annually or so long as the customer's wires, pipes, meters or other service equipment have not been tampered with during the time the deposit was held which resulted in the customer enjoying the benefit of the tampering.</p> <p>c) deposits plus interest need not be refunded until the customer pays any past due bills for utility service.</p> <p>2) Deposits plus interest shall be refunded upon the discontinuance of service for more than 30 days less the amount of unpaid bills, if any, for the service. A</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			<p>transfer of service from one premise to another within the area served by the utility need not be deemed a discontinuance of service by the utility if the character of service remains the same. When a deposit plus interest is applied to the liquidation of unpaid bills, the utility shall provide the customer with a statement (Cancellation Notice) showing the amount of the deposit, the amount of any accrued interest, the amount of the unpaid bills liquidated by the deposit plus interest and the balance remaining due either to the customer or to the utility.</p> <p>3) All deposit refunds shall be by separate check and not by credit to the customer's account except where discontinuance of service is affected.</p> <p>4) At the option of the utility, a deposit plus interest may be refunded, in whole or in part, at any time earlier than the times prescribed in this subsection (d).</p>
<u>280.40.i – Deposits – Issuance of Deposit Refund</u>	<p>1) For a current small business customer, the refund, less past due unpaid utility service amounts, shall be by separate payment issued to the customer. The refund or credit shall be issued within 30 days after the event that triggers it.</p> <p>2) For all other current customers, the refund, less past due unpaid utility service amounts, shall be by separate payment issued to the customer, except when the</p>	280.70.d	<p>The text of this rule is provided above. See 280.40.h</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>customer requests a credit to the account instead of a refund payment. The refund or credit shall be issued within 30 days after the event that triggers it. The utility shall not be obliged to issue the refund by separate payment instead of a credit if the amount to be refunded does not exceed 125% of the customer's average monthly bill amount.</p> <p>3) For any former customer, the refund, less unpaid utility service bill amounts, shall be by separate payment issued to the former customer. The refund shall be issued within 30 days after the event that triggers it.</p>		
<u>280.40.i – Deposits – Records of Deposits</u>	<p>1) The utility shall maintain records of deposits, together with interest, that collectively will show all transactions pertaining to each deposit.</p> <p>2) The utility shall indicate the amount of each deposit held on each customer bill.</p> <p>3) When refunds are not deliverable, the utility shall maintain records showing the utility's efforts towards locating the former customer and delivering the deposit refund.</p>	280.70.f	The text of this rule is provided above. See 280.40.e
<u>280.40.k – Deposits – Data Collection and Maintenance Requirements</u>	<p>A utility that elects to utilize a credit scoring program for applicants for residential service shall collect and maintain the following data for a period of five years following its collection, making the data available to Commission Staff within 30 days after a request from Staff:</p> <p>1) The number of credit scores requested for applicants;</p> <p>2) The number of applicants who received passing credit scores;</p> <p>3) The number of applicants who received failing credit scores;</p> <p>4) The number and total dollar amount of deposits</p>	280.50.f	The text of this rule is provided above. See 280.30.k

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>obtained from applicants subject to the credit scoring program;</p> <p>5) The number of times a security deposit was waived for a low income applicant and for all other applicants, with stated reasons for the waiver;</p> <p>6) The number of disconnections of service because customers failed to pay the required deposit; and</p> <p>7) The number of formal complaints and the number of informal complaints from applicants regarding the use of credit scoring or the requirement to pay a deposit based on the credit scoring program.</p>		
<u>280.45 – Deposits for Low Income Customers</u>			
<u>280.45.a – Deposits for Low Income Customers</u>	<p>A low income customer or applicant may be required to pay a deposit if the following conditions exist:</p> <p>1) The utility has proof that the applicant or customer benefitted from tampering.</p> <p>2) The applicant was previously disconnected for non-payment of bill amounts owing to the utility for the same class and type of service.</p>	NA	NA
<u>280.45.b – Deposits for Low Income Customers</u>	<p>With the following exceptions, all provisions of Section 280.40 shall apply equally to low income customers.</p> <p>1) Credit scoring: A utility shall not assess a low income customer a deposit based upon credit scoring. Credit scoring deposits shall be returned to the customer upon certification as a low income customer.</p> <p>2) Late payments and past due over 30 days: A utility shall not assess a low income customer a deposit under Section 280.40(e)(1).</p> <p>3) Unpaid final bill: A utility may assess a deposit for a low income applicant if the applicant failed to pay a final bill owing to the utility for the same class and type of</p>	280.50.e	<p>A utility shall not require a deposit based on a credit scoring system if the applicant for residential service is eligible for the Low Income Home Energy Assistance Program (LIHEAP) or provides proof of identity fraud.</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>service, and that final bill was greater than 20% of the average annual billing for the residential customers of the utility for the calendar year preceding the time of the application.</p> <p>4) Payment: A utility may require payment of 1/5 of an applicable deposit within a minimum of 12 days after the issue date of a deposit notice to a low income applicant or customer, with the remaining 4/5 to be paid in equal installments over the next four billing cycles.</p>		
<u>280.45.c – Deposits for Low Income Customers</u>	Deposits collected for any reason other than credit scoring prior to a customer's certification as a low income customer shall remain validly held by the utility until the customer meets the refund conditions found in Section 280.40.	NA	NA
<u>280.50 – Billing</u>			
<u>280.50.b – Billing – Billing Cycle</u>	<p>1) Without prior authorization from the customer, a utility shall not bill a customer account for utility usage in advance.</p> <p>2) The utility shall bill the customer monthly unless both the customer and the utility have agreed to bi-monthly or quarterly billing.</p> <p>3) Bills to large, non-residential customers may be rendered more frequently than monthly when agreed to by the utility and customer. More frequent billing may be offered if the large, non-residential customer is subject to disconnection or payment of a deposit. The more frequent billing shall not extend more than six months, at which time monthly billing shall resume.</p>	NA	NA. See 83 Ill. Adm. Code Sec. 410.
<u>280.50.c – Billing – Bill</u>	Bills rendered to a retail customer for service, regardless of bill delivery method, shall be itemized to clearly show at	NA	NA. See 83 Ill. Adm. Code Sec. 410.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Content</u>	<p>least the following:</p> <ol style="list-style-type: none"> 1) Customer billing information: <ol style="list-style-type: none"> a) Customer name; b) Service address; c) Mailing address if different from service address; d) Account number; e) The date the bill was generated and sent to the customer; f) For accounts on a budget billing plan, the accrued debit or credit balance for the plan; g) The total amount owing on a payment arrangement, including the installment amounts due and the number of installments remaining to satisfy the arrangement, and that a late payment may result in the termination of the payment arrangement. h) The amount of any deposit either held or owing and the accumulated interest on the deposit; and i) Electric and gas utilities shall provide a graphic comparison, such as a bar chart or pie chart, of the current usage and the customer's previous 12 months of historical usage; 2) Contact information: <ol style="list-style-type: none"> a) The utility's toll free phone number and/or local phone number for customer inquiries and complaints; b) The toll free telephone number for the Commission's Consumer Services Division and a statement indicating that the customer must contact the utility first before seeking assistance from the Commission's Consumer Services Division; 		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>and</p> <p>c) The name and contact information for any supplier or other third parties authorized by the Commission to appear on the bill and with which the customer has contracted;</p> <p>3) Meter and rate classification information:</p> <p>a) The meter identification number;</p> <p>b) The previous and current meter readings and the corresponding dates of those readings;</p> <p>c) The number of days in the billing period;</p> <p>d) The energy, natural gas or water used;</p> <p>e) The meter constant if applicable;</p> <p>f) The type of services rendered;</p> <p>g) A complete description of the service or rate classification under which the customer receives service;</p> <p>h) The type of reading that was used in the bill calculation (actual, estimate or customer reading); and</p> <p>i) For meters for which beginning and ending meter readings are used as billing determinants, the reading of the meter at the beginning and the reading of the meter at the end of the period for which the bill is rendered;</p> <p>4) Bills not based on metered usage: In the event that a bill is not based on usage derived from meter readings, the bill must indicate the period of time for which the bill is rendered, the type of service rendered, and a complete description of the service or rate classification under which the customer receives service;</p> <p>5) Itemization of billing amounts: The following</p>		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule</u>²
	<p>components of the bill and the total amount shall be itemized and listed vertically for ease of reading:</p> <ul style="list-style-type: none"> a) The monthly customer charge or any portion of the charge; b) Any applicable demand charges; c) Depending upon the type of utility service: <ul style="list-style-type: none"> i) Electricity: The cost of energy detailed by the energy used and price per unit of each change in the unit price; ii) Natural gas: The cost of gas determined by the number of therms used and the price per therm for each change in the unit price; iii) Water: The volume of water used and the price per gallon or cubic foot and the price for each change in the unit price; d) Depending upon the type of utility service: <ul style="list-style-type: none"> i) Electricity: Any applicable cost of fuel adjustment; ii) Natural gas: Any applicable cost of gas adjustment; iii) Water: Any applicable cost of purchased water; e) Any other applicable adjustments, including other charges not under categories of changes but relating to services, energy, gas, water, sewerage or other programs provided to customers; f) State tax; g) Municipal tax; h) Infrastructure maintenance fee; i) Optional services listed separately; <p>6) The bill due date;</p> <p>7) Definitions or explanations of any abbreviations and</p>		

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>technical words used on the bill; and</p> <p>8) For electric and gas utilities, the average use per day for the period over which the bill is rendered and for the comparable period one year earlier, and an indication of the difference in temperatures between the two periods.</p>		
<u>280.50.d – Billing – Bill Delivery</u>	<p>1) Bills for utility service sent through the U.S. Mail shall be in envelopes to ensure privacy. Bills that are too large for enclosure in envelopes may be packaged and sent in boxes.</p> <p>2) If mailed bill envelopes are not postmarked, the utility shall maintain an alternative method of third party verification of the date of mailing. Records to verify each bill issuance or delivery shall be retained for two years.</p> <p>3) Customers may choose to have bills delivered by electronic means. The utility must have written confirmation, which may include written electronic acceptance, from the customer regarding this choice. Customers choosing this service must retain the right to have all notices, including disconnection notices as provided for in Subpart I, by U.S. Mail at any time.</p> <p>4) If bills are delivered or made available to customers by means other than U.S. Mail, the utility shall maintain a record to verify each bill delivery or issuance for two years.</p>	280.90.c	<p>For residential service, the due date printed on the bill may not be less than twenty-one days after the date of the postmark on the bill, if mailed, or the date of delivery as shown on the bill if delivered by other means. For non-residential service, the due date printed on the bill may not be less than fourteen days after the date of the postmark on the bill, if mailed, or the date of delivery as shown on the bill if delivered by other means.</p>
<u>280.50.e – Billing – Due Dates</u>	<p>1) Bills for residential customers shall be due a minimum of 21 days after the date they are sent to the customer, and bills for non-residential customers shall be due a minimum of 14 days after the date they are sent to the customer.</p>	280.90.c	<p>The text of this rule is provided above. See 280.50.d</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	2) If a bill is mailed from a state or location that does not border Illinois or if payment is received at a state or location that does not border Illinois, the due date shall be: a) Residential customer: a minimum of 23 days after the date the bill is sent to the customer; or b) Non-residential customer: a minimum of 16 days after the date the bill is sent to the customer. 3) If a bill is mailed from a state or location that does not border Illinois and is also received at a state or location that does not border Illinois, the due date shall be: a) Residential customer: a minimum of 25 days after the date the bill is sent to the customer; or b) Non-residential customer: a minimum of 18 days after the date the bill is sent to the customer.		
<u>280.50.f – Billing – Bill Transfers</u>	When a customer has the same class and type of utility service at more than one location with the same utility, the utility shall not transfer a balance owing from one premises account to another until the customer has failed to pay the final bill rendered for that premises or the customer requests that the final balance be transferred directly to the other premises account. When transferring final balances from one premises account to another, the utility shall indicate on the bill the location where the amount due originated.	280.50.c	The text of this rule is provided above. See 280.30.f
<u>280.50.g – Billing</u>	Each utility shall have an example of its bill form in its tariffs on file with the Commission and on its website.	NA	NA. See 83 Ill. Adm. Code Sec. 410.
<u>280.60 – Payment</u>			
<u>280.60.b – Payment – Method of</u>	1) At a minimum, the utility shall provide detailed information about all methods of payments on the utility's website and in the customer information packet	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Payment</u>	<p>required in this Section.</p> <p>2) The utility's bill to the customer shall advise the customer how to obtain information on the available payment methods. When contacted by a customer inquiring about making a payment, the utility's customer service personnel shall advise the customer of the available methods of payment, including the most expedient and least cost methods of available payment.</p> <p>3) When a utility determines that it will no longer accept a specific alternative method of payment, it shall provide advance notice to the affected customers.</p>		
<u>280.60.c – Payment – Late Payment</u>	<p>1) Payment is late when it has not been received by the utility within two days after the due date on the bill.</p> <p>2) The date a payment or payment instrument is presented to or arrives at the utility or its agent/vendor is the date of payment receipt.</p> <p>3) A utility shall not wait until funds are transferred or posted to the utility bank account for purposes of determining payment receipt.</p>	280.90.a	<p>A utility shall not consider a customer's bill, when paid in person, past due unless the payment is made after the due date printed on the bill. When a customer mails any payment in the net amount of a bill for service, and such payment is received at the utility's office not more than two full business days after the due date printed on the bill, the customer shall be deemed to have made timely payment. In determining whether a bill is past due, a utility may rely on the postmark of the payment, in which case, the payment shall be considered past due if the payment is postmarked after the due date printed on the bill.</p>
<u>280.60.d – Payment – Late Fees</u>	<p>1) If a utility elects to assess late fees, it shall file a tariff describing the late fees.</p> <p>2) Late fees shall not exceed 1.5% per month assessed towards any undisputed amounts remaining unpaid for more than two days after the due date on a bill.</p>	280.90.d-h	<p>1) If a utility elects to assess a late payment charge and files a tariff in accordance with the rules set forth herein, such charge shall be set at an amount equal to 1 ½% per month on any amount, including</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>3) Late fees may be assessed on undisputed overdue budget installment amounts (not the accumulated uncollected budget plan payment balance) owing on a budget payment plan when there is an overall deficit credit balance in an account, as an alternative to termination of participation in the plan for late payment.</p> <p>4) A utility shall not continue to assess late fees on any final bill that has been outstanding for more than six months.</p> <p>5) Late fees shall not be assessed on any amount billed that is not for utility service unless otherwise authorized by statute.</p> <p>6) Late fees for units of State government shall be assessed according to the State Prompt Payment Act [30 ILCS 540]. No late payment charges shall be assessed on the amounts owing on units of county and local government (including, but not limited to, townships, municipalities and school districts) until 45 days after the date of the issuance of the bill for utility service.</p>		<p>amounts previously past due, for utility service which is considered past due under this Section.</p> <p>2) A utility shall waive the assessment of a late payment charge for residential customers one time per twelve month period if it bills on a monthly or bi-monthly basis, and for residential customers one time per twenty-four month period if it bills on a quarterly or semi-annual basis. The utility may assess a charge if the amount on which the late payment charge was waived remains unpaid 30 days following the due date. At its discretion, a utility may waive more than one late payment charge for residential customers. However, a utility is not obliged to waive any late payment charges for units of government.</p> <p>3) A utility may not continue to assess a late payment charge on any final bill which has been outstanding for more than 12 months.</p> <p>4) No utility shall assess a late payment charge bill for a budget or levelized payment plan or for any amount billed which is not for utility service.</p> <p>5) No late payment charges shall be assessed on the amounts owing on units of Federal, State, County, and local government (including, but not limited to,</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			townships, municipalities and school districts) until 45 days from the date of the issuance of the bill for utility service, except that the provisions of "An Act to require prompt payments by the State of Illinois for goods or services" (Ill. Rev. Stat. 1981, ch. 127, par. 132.401 et seq.), as amended, control in the situations to which that Act applies.
<u>280.60.e – Payment – Returned Payments</u>	<p>1) Limiting: A utility shall not limit a customer from paying by any of the available methods acceptable to the utility unless the customer has provided one or more returned payments in the past 12 months, without an explanation from the customer's financial institution that the returned payment was not the customer's fault.</p> <p>2) Notice: A utility shall notify a customer when it will no longer accept a form of payment from the customer as a result of returned payment.</p>	NA	NA
<u>280.65 – Late Payment Fee Waiver for Low Income Customers</u>			
<u>280.65.a. – Late Payment Fee Waiver for Low Income Customers – Waiver</u>	A low income customer shall not be assessed late payment fees while he or she is qualified as a low income customer.	NA	NA
<u>280.65.b. – Late Payment Fee Waiver for Low</u>	When a customer is qualified as a low income customer, the utility shall not be obliged to waive late fees that were assessed prior to qualification.	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Income Customers – New Qualification</u>			
<u>280.65.c. – Late Payment Fee Waiver for Low Income Customers – Expiration of Qualifications</u>	If a customer is not re-qualified as a low income customer, then the utility may begin assessing late fees on past due amounts.	NA	NA
<u>280.70 – Preferred Payment Date</u>			
<u>280.70.b – Preferred Payment Date – Notification</u>	<p>When a customer pays late two times in a 12 month period, the utility shall notify the customer of the availability of a preferred payment date. The utility shall make a record on the customer's account of the notification, and notification shall be made by any of the following methods:</p> <ol style="list-style-type: none"> 1) Message included in the customer's bill; 2) Separate written communication; or 3) Verbal communication. 	280.90.j	<p>Preferred Payment Date – When an eligible residential customer who is billed on a monthly basis for utility service shows the company that he receives funds which comprise the primary source of his income during the 10 day period following the due date of one utility bill and the date of issuance of his next utility bill, the company will, upon the customer's request allow that customer to:</p> <ol style="list-style-type: none"> 1) Enter into a levelized payment plan or budget billing arrangement with a preferred date agreed upon by both the company and the customer which shall not be more than 10 days subsequent to the customer's regular due date, or 2) Establish a preferred payment date on which to make payment for utility service,

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			which shall not be more than 10 days subsequent to the customer's regular due date.
<u>280.70.c – Preferred Payment Date – Eligibility</u>	Residential customers shall be eligible for a preferred payment date if they are included in any one of the following: 1) Customers receiving Temporary Assistance for Needy Families (TANF) or Aid to the Aged, Blind and Disabled (AABD); 2) Customers receiving benefits from General Assistance or Supplemental Security Income; 3) Customers receiving income from Social Security benefits or Veterans benefits; or 4) Customers receiving unemployment compensation benefits.	280.90.i	Only those residential customers who fall into the following categories are eligible for a preferred payment date: 1) Persons receiving Aid to Families with Dependent Children (AFDC) or Aid to the Aged, Blind and Disabled (AABD) benefits from the Illinois Department of Public Aid. 2) Persons receiving benefits from General Assistance or Supplemental Security Income. 3) Persons receiving their primary source of income from Social Security benefits or Veterans Administrative benefits. 4) Persons receiving unemployment compensation.
<u>280.70.d – Preferred Payment Date – Options</u>	The utility shall inform an eligible customer of the following options from which the customer may choose: 1) Enter into a budget payment plan with a preferred payment date that is not more than 10 days after the customer's regular billing date and is agreed upon by the customer and the company; or 2) Establish a preferred payment date that shall not be more than 10 days after the customer's regular billing date.	280.90.j	The text of this rule is provided above. See 280.70.b
<u>280.70.e – Preferred Payment Date</u>	If the customer fails to pay on or before the preferred payment date more than four times in a 12 month period, the utility may remove the customer's account from the	280.90.m	If the customer fails to pay by the preferred payment date more than four times in a twelve month period, the original due date

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>– Removal</u>	preferred payment date and return the customer to the regular bill due date. After the removal of a customer, the utility shall not be obliged to offer the preferred payment date to that same customer for a period of 12 months.		may be re-established and the company may decline to offer a preferred payment date to the customer for a period of twelve months.
<u>280.80 – Budget Payment Plan</u>			
<u>280.80.b – Budget Payment Plan – Applicability</u>	The requirements of this Section shall apply to residential customers and small business customers. Nothing shall prevent a utility from offering a budget payment plan to non-residential customers that are not small businesses.	280.120	When the character of an applicant's or customer's consumption of service causes or is likely to cause a substantial fluctuation among his/her bills over an annual period, the utility shall offer to the applicant or customer a budget payment plan which equalizes his/her payments into monthly installments. An applicant's or customer's budget payment plan may be terminated by a utility if the applicant or customer fails to meet the payment requirements under the plan.
<u>280.80.c – Budget Payment Plan – Eligibility</u>	<ol style="list-style-type: none"> 1) No past due amount owing: A customer whose account balance is current may enroll in a budget payment plan at any time of the year. 2) Past due: In order to establish eligibility for a budget payment plan, a customer owing a past due amount must either pay the entire past due amount or enter into a DPA with the utility to retire the past due debt. 	NA	NA
<u>280.80.d – Budget Payment Plan – Offerings</u>	The utility shall inform its customers of the availability of its budget payment plan and encourage its use.	NA	NA
<u>280.80.e – Budget Payment Plan – Enrollment</u>	Upon inquiry from the customer, the utility shall calculate and advise the customer what the projected budget payment plan amount will be for the customer's account. If the customer accepts the offer to enroll in budget billing,	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	the utility shall begin the plan for that account.		
<u>280.80.f – Budget Payment Plan – Bill Itemization</u>	In addition to the regular billing requirements of Section 280.50, the bill statement for an account enrolled in the budget payment plan shall contain separate line items for: 1) The budget payment amount; and 2) The amount of the accrued credit or shortfall.	NA	NA
<u>280.80.g – Budget Payment Plan – Periodic Adjustments</u>	1) If the customer's usage and regular billing changes so that the budget payment plan will not be successful if left at its current level, the utility shall review and adjust the budget payment plan amount. 2) If the budget payment plan amount must be altered, the utility shall notify the customer of the change in writing. Notification may be included with the bill statement or by separate delivery.	NA	NA
<u>280.80.h – Budget Payment Plan – Reconciliation</u>	Unless another time frame is requested by the customer in writing, utilities shall review each budget plan at least once between the 4th and the 7th month of the term of the plan to ensure that significant shortfalls or credits do not accrue. If a customer's budget payment plan shortfall or credit becomes so large as to necessitate a reconciliation, the utility shall: 1) In the case of a shortfall, offer the customer the option to pay off the shortfall or have the budget amount adjusted to accommodate the shortfall; or 2) In the case of a credit, offer the customer the option of a refund or have the budget amount adjusted to accommodate the credit balance.	NA	NA
<u>280.80.i – Budget Payment Plan – Late</u>	No late payments charge shall be assessed on a budget payment plan unless there is an overall budget deficit balance in an account when the late payment occurs. The late payment charge shall be computed on the late	280.90.g	No utility shall assess a late payment charge bill for a budget or levelized payment plan or for any amount billed which is not for utility service.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Payments</u>	installment only, not on the accumulated budget deficit in the account.		
<u>280.80.j – Budget Payment Plan – Transfer of Service</u>	When a customer on a budget payment plan informs the utility that the customer will be transferring service with that utility from the current location to a new location served by the same utility, the utility shall advise the customer what the projected budget payment plan amount will be at the new location and that the customer may choose to either remain on the budget payment plan at the new location or cancel the plan.	NA	NA
<u>280.80.k – Budget Payment Plan – Cancellation</u>	<ol style="list-style-type: none"> 1) A customer may cancel a budget payment plan at any time. 2) A utility may cancel a customer's budget payment plan when the customer either submits a payment that is less than the full budget payment plan amount or the customer's payment is 21 days in arrears. Late fees may be assessed on undisputed budget installment amounts owing on a budget payment plan as an alternative to termination of participation in the plan. 3) Any shortfall amount owing to the utility at the time of cancellation shall be included and payable as current charges on the next bill statement. 4) Any credit amount owing to the customer at the time of cancellation shall appear as a credit on the next bill statement. After the issuance of that bill statement, Section 280.110 shall apply to the credit balance. 	280.120	The text of this rule is provided above. See 280.80.b
<u>280.90 – Estimated Bills</u>			
<u>280.90.b – Estimated Bills – Utility Meter</u>	<ol style="list-style-type: none"> 1) A utility shall perform an actual reading of a customer's meter at least every second billing period unless the utility's attempt to do so is prevented. 2) A utility shall perform an actual reading of a customer's 	280.80.a-b	<ol style="list-style-type: none"> 1) All utilities shall make an actual meter reading at least every second billing period, and no utility may consecutively estimate a customer's service usage

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Reading</u>	<p>meter every billing period if that meter is equipped with a remote reading device, unless the utility effort to do so is prevented.</p> <p>3) When the utility's attempt to read the meter fails, it shall record the date, time of day, utility personnel involved, and reason for the failure. The record shall be retained for a period of two years. In addition, its field representative making the visit to read the meter shall leave a door tag at the premises. The door tag shall indicate when the utility representative was there and provide the utility's contact information for the customer to set up an appointment with the utility to gain access to the meter. If the customer's meter is equipped with a remote reading device to obtain a reading without the presence of field personnel on the customer's property, then the utility may mail or use other means to deliver written notification (may include electronic written notification to customers who have elected electronic billing methods) of the failed reading to the customer in lieu of leaving a door hanger. The utility may contact a customer by telephone to provide notice of a failed reading, provided that written notification must be sent if the utility fails to reach the customer directly or successfully leave a voice message.</p> <p>4) A reading provided by a remote reading system or device shall be considered an actual reading.</p> <p>5) A reading provided by a Commission certified meter service provider in compliance with the utility's tariff shall be considered an actual reading.</p> <p>6) If a utility issues two consecutive estimated bills to a customer, the utility shall contact the customer to</p>		<p>unless:</p> <p>a) the procedure used by the utility to calculate estimated bills has been approved by the Commission; and</p> <p>b) The word "estimate" appears prominently on the face of the bill, in a manner previously approved by the Commission.</p> <p>2) Notwithstanding the provisions of subsection (a) of this Section, the utility may render an estimated bill for any billing period in which:</p> <p>a) the utility has taken appropriate and reasonable measures to read the meter, including but not limited to, making an appointment with the customer, scheduling readings for times other than normal business hours, and/or providing postal cards on which the customer may record the reading and mail it to the utility; or</p> <p>b) the customer has knowingly and willfully denied reasonable access to the utility's representative for the purpose of taking an actual reading of the meter; or</p> <p>c) the customer has otherwise made an actual reading of the meter unnecessarily difficult; or</p> <p>d) Circumstances beyond the control of</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	resolve the reason for the consecutive estimated bills, so that the utility may obtain an actual reading of the meter or a customer reading. If the utility is unable to contact the customer, it shall send a letter advising the customer of the utility's need for contact on the matter. The utility shall make a record of each effort to contact the customer.		the utility make an actual reading of the meter extremely difficult.
<u>280.90.c – Estimated Bills – Customer Meter Reading</u>	<ol style="list-style-type: none"> 1) A customer reading of the meter provided to the utility shall satisfy the actual reading requirement in subsection (b)(1). However, a utility shall not require a customer to provide customer readings when the customer can provide access to the meter for utility personnel. 2) After six consecutive months of customer provided readings, a utility shall take an actual reading of the meter in accordance with subsections (b)(1) and (2). 	NA	NA
<u>280.90.d – Estimated Bills – Meter Readings for Beginning and Ending Service</u>	<p>Unless a utility has taken an actual reading of the meter within the past 60 days, it shall take an actual reading of the meter as prescribed in this subsection (d). The utility may satisfy the requirements of this subsection (d) on the day before or the day after the beginning or ending date if that date falls upon a non-business day of the utility.</p> <ol style="list-style-type: none"> 1) On the beginning date of service for a new customer, so long as the new customer has provided the utility with at least five days advance notice of the start date, and so long as the customer provides the utility with access to the meter; 2) On the ending date of service for a customer who is stopping service, so long as the customer has provided the utility with at least five days advance notice of the end date, and so long as the customer provides the 	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	utility with access to the meter.		
<u>280.90.e – Estimated Bills – Estimated Bill Formula</u>	A utility's formula for estimating customer meter readings shall be filed in the utility's tariff.	280.80.a	The text of this rule is provided above. See 280.90.b
<u>280.90.f – Estimated Bills – Bill Labeling</u>	<ol style="list-style-type: none"> 1) A bill based upon an estimated reading shall indicate that it is an estimated bill and that the meter reading figure is an estimated reading. 2) A bill based upon an actual reading shall indicate that the meter reading figure is an actual reading. 3) A bill based upon a customer reading shall indicate that the meter reading figure is a customer reading. 	280.80.a	Also, see 83 Ill. Adm. Code Sec. 410.
<u>280.90.g – Estimated Bills</u>	Unless the utility's attempt to access the meter has been prevented, as described in subsection (b)(3), the utility shall not disconnect a customer for non-payment of two or more consecutively estimated bills until the utility takes an actual reading of the meter to verify the accuracy of the billing.	280.80.b	The text of this rule is provided above. See 280.90.b
<u>280.100 – Previously Unbilled Service</u>			
<u>280.100.b – Previously Unbilled Service – Time Limits</u>	<ol style="list-style-type: none"> 1) Bills for any utility service, including previously unbilled service, supplied to a residential customer shall be issued to the customer within 12 months after the provision of that service to the customer. 2) Bills for any utility service, including previously unbilled service, supplied to a non-residential customer shall be issued to the customer within 24 months after the provision of that service to the customer. 3) The time limits of subsections (b)(1) and (2) shall not apply to previously unbilled service attributed to tampering, theft of service, fraud or the customer preventing the utility's recorded efforts to obtain an 	280.100.a	<ol style="list-style-type: none"> 1) A utility may render a bill for services or commodities provided to: <ol style="list-style-type: none"> a) A residential customer only if such bill is presented within one year from the date the services or commodities were supplied, or b) A non-residential customer only if such bill is presented within two years from the date the services or commodities were supplied.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	accurate reading of the meter. 4) No utility shall intentionally delay billing beyond the normal bill cycle.		
<u>280.100.c – Previously Unbilled Service – Itemization</u>	Any amount attributed to previously unbilled service shall be labeled as such on the customer's bill and include the beginning and ending dates for the period during which the previously unbilled amount accrued.	NA	NA
<u>280.100.d – Previously Unbilled Service – Calculation</u>	For previously unbilled service accrued over a period of time when the rates for service have varied, the utility shall issue the makeup billing amount calculated on a prorated basis to reflect the varying rates.	NA	NA
<u>280.100.e – Previously Unbilled Service – Payment</u>	<ol style="list-style-type: none"> 1) If a utility issues a makeup bill for previously unbilled service, it shall offer the customer a special payment arrangement to retire the amount by periodic payments, without interest or late fees, over a time equal to the amount of time for the delay in billing. 2) The special payment arrangement does not exhaust a customer's right to a DPA or medical payment arrangement (MPA), provided however, that neither the special payment arrangement nor the DPA nor the MPA may be used simultaneously unless it is agreed to by both the utility and the customer. 3) Late fees may be assessed on any installment amount on the special payment arrangement that is unpaid after two days beyond the due date on the bill containing that installment. 	280.100.d	When past due bills occur following the issuance of a "make-up" bill for previously unbilled utility service resulting from two or more consecutive estimated bills, utility billing error, meter failure, or undetected leakage or undetected loss of service, except in situations where tampering is involved, and where the "make-up" bill exceeds the otherwise normal bill for such billing period by 50%, a utility shall review the bill with the customer, and shall offer to accept payments toward the liquidation of the amount over a normal bill over a period mutually agreed to by the utility and the customer. This period of time shall be at least as long as the period over which the excess amount accrued. Where the excess billing resulted from undetected leakage or loss of service, the

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			period shall be extended so that the bill rendered will not be greater than a normal bill, plus 50%.
<u>280.110 – Refunds and Credits</u>			
<u>280.110.b – Refunds and Credits – Billing Time Period for Refunds and Credits Due to Overcharges Resulting from Utility Error</u>	<ol style="list-style-type: none"> 1) A utility shall issue a refund or credit to a customer's account for the full period of time during which an overcharge occurred, so long as either the utility or the customer has retained billing records that would allow determining a refund or credit. 2) A utility shall retain billing records and ledgers that would allow determining a refund or credit for a minimum of two years from the current date. 3) A utility shall not be obliged to issue to a customer a refund or credit that extends into a time period during which that customer was not the customer of record. Exceptions may be made when the utility issues a refund or credit as a result of a Commission order. 	280.75.a	In the event that a customer pays a bill as submitted by a public utility and the billing is later found to be incorrect due to an error either in charging more than the published rate, in measuring the quantity or volume of service provided, or in charging for the incorrect class of service, the utility shall refund the overcharge with interest from the date of overpayment by the customer.
<u>280.110.c – Refunds and Credits – Overpayment without Utility Error</u>	<ol style="list-style-type: none"> 1) If the overpayment is the result of the customer paying more than the amount due on the bill, then the overpayment shall be noted on the customer's next bill statement, itemized to indicate the credit balance. 2) If the customer requests that the money overpaid be refunded to him/her, then the utility shall be obliged to do so as long as the overpayment credit amount exceeds 25% of the customer's average monthly bill. The refund shall be made within 10 business days after the utility confirms that it has received the money involved with the overpayment. 3) This subsection (c) shall not apply to any overpayment that results from payment on the customer's account by a State or federal assistance agency. Any such 	280.75.c	The refund shall be accomplished either by a credit on a subsequent bill for service or by check if the account is final or if so requested by the customer.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	overpayment or credit on the customer's account shall be handled in the manner specified by the State or federal agency.		
<u>280.110.d – Refunds and Credits – Interest on Refunds and Credits</u>	All refunds and credits due to utility billing error shall be accompanied with interest calculated at the rates set by the Commission for customer deposits (see Section 280.40(g)). Interest shall accumulate starting 30 days after the date the actual money comprising the overpayment is received by the utility until the date the utility issues a refund or credit to the customer's account. Credit balances accumulated on active budget payment plans shall not be subject to interest under this subsection unless the budget payment plan is cancelled while a credit balance remains. Interest shall accumulate from the date of the budget payment plan cancellation until the credit is refunded or consumed by future billing.	280.75.b	The rate of interest shall be the rate as established by the Commission to be paid on deposits in Section 280.70(e)(1) of this Part.
<u>280.110.e – Refunds and Credits – Itemization of Overcharges</u>	All credits and refunds resulting from overcharges shall be accompanied by an itemization describing the reason for the credit or refund to the customer.	NA	NA
<u>280.110.f – Refunds and Credits – Credit to Bill Statement or Direct Refund to Customer</u>	<ol style="list-style-type: none"> 1) Regular billing: For active service or transfer of service accounts, the utility shall either issue a credit to the account or, if the customer requests it at any time, make a direct refund to the customer so long as the credit balance exceeds 25% of the customer's average monthly bill. 2) Final bills: When the credit amount exceeds the total amount due on a customer's final bill, the utility shall issue a direct refund to the customer. 3) Exemptions from refunds: A utility shall not be obliged 	280.75.c	The text of this rule is provided above. See 280.110.c

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	to issue a refund to a customer for a credit balance accrued as the result of Commission approved billing programs or rates that specifically disallow the issuance of refunds, or when the customer owes the utility a past due amount for the same class and type of service at another location.		
<u>280.110.g – Refunds and Credits – Time Limit to File Complaint</u>	<ol style="list-style-type: none"> 1) Excessive or unjust charges: All complaints for the recovery of damages shall be filed with the Commission within 2 years from the time the produce, commodity or service as to which complaint is made was furnished or performed. [220 ILCS 5/9-252] 2) Refunds for overcharges: When a customer pays a bill as submitted by a public utility and the billing is later found to be incorrect due to an error either in charging more than the published rate or in measuring the quantity or volume of service provided, the utility shall refund the overcharge with interest from the date of overpayment at the legal rate or at a rate prescribed by the Commission (see Section 280.40(g)). Refunds and interest for such overcharges may be paid by the utility without the need for a hearing and order of the Commission. Any complaint relating to an incorrect billing must be filed with the Commission no more than 2 years after the date the customer first has knowledge of the incorrect billing. [220 ILCS 5/9-252.1] 	280.76	In the event that the Commission orders a public utility to refund incorrectly calculated additional charges made pursuant to Section 9-221 or Section 9-222 of the Public Utilities Act, the public utility shall pay interest on such refund at the rate established by the Commission to be paid on deposits in 83 Ill. Adm. Code 280.70(e)(1).
<u>280.120 – Deferred Payment Arrangements</u>			
<u>280.120.b – Deferred Payment – Eligibility</u>	<ol style="list-style-type: none"> 1) Mandatory offering by the utility: A residential customer owing a past due amount for utility service shall be eligible for a deferred payment arrangement so long as the customer has not failed to complete a previous DPA in the past 12 months. 	280.110.a	Residential customers who are indebted to a utility for past due utility service shall have the opportunity to make arrangements with the utility to retire the debt by periodic payments referred to hereinafter as a

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule</u>²
	a) At any time a customer's account balance owing is brought to current status, the utility shall consider all previous DPAs completed. b) A customer who is eligible for a DPA under this subsection (b) shall remain fully eligible until utility service is disconnected. 2) Optional offering by the utility: a) At the utility's discretion, an applicant owing a past due amount for utility service may enter a DPA to retire the debt. b) At the utility's discretion, a non-residential customer owing a past due amount for utility service may enter a DPA to retire the debt. c) At the utility's discretion, a residential customer owing a past due amount for service, but who is not automatically eligible for a DPA under subsection (b)(1), may enter into a DPA to retire the debt.		deferred payment agreement unless this customer has failed to make payment under such a plan during the past twelve months. All applicants for service and non-residential customers who are indebted to a utility for past due utility service may have the opportunity, at the discretion of the utility (with the exception of those former customers eligible for reconnection under Section 280.130 herein), to make arrangements with the utility to retire the debt by periodic payments referred to hereinafter as a deferred payment agreement.
<u>280.120.c – Deferred Payment – Amounts Included in DPA</u>	The DPA shall only include amounts owing for utility service for which the utility would otherwise be entitled to disconnect the customer's service after proper notice if the customer was not on the DPA. DPA default shall not occur as a result of failure to pay non-utility service charges.	280.110.a	The text of this rule is provided above. See 280.120.b
<u>280.120.d – Deferred Payment – Transfer</u>	When a customer transfers service, an existing DPA established at the old premises shall transfer with the customer to the new premises. A utility may be allowed to start an entirely new DPA at the new premises to accommodate its billing systems programming so long as the "new" DPA is identical to the previous DPA.	NA	NA
<u>280.120.e – Deferred</u>	1) Each bill rendered to a customer who has established a DPA with the utility and has not defaulted shall include	280.110.g	Reinstatement 1) If a gas or electric customer defaults on a

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Payment – Bill Itemization</u>	<p>the following information:</p> <ul style="list-style-type: none"> a) The total balance remaining on the DPA; b) The amount of the installment; c) The number of remaining installments on the DPA; and d) A statement explaining that: <ul style="list-style-type: none"> i) a late or partial payment may result in the cancellation of the DPA, causing the total deferred amount and current charges to become immediately due in full; and ii) non-payment of the full amount due may result in disconnection. <p>2) If a DPA defaults and is not reinstated prior to the next bill statement, the utility shall notify the customer of the default by at least one of the following methods:</p> <ul style="list-style-type: none"> a) A message on the next bill statement stating the amount required to reinstate the DPA if paid in full by a specific date and that a later payment may result in additional charges or the cancellation of the DPA ; or b) A separate written notice stating the amount required to reinstate the DPA if paid in full by a certain date and that a later payment may result in additional charges or the cancellation of the DPA; or c) A live phone call to the customer. The utility shall make a record of the date, time of day and utility personnel involved in the phone call, and retain the record for two years. If the utility is unable to speak with the customer directly, it shall provide either a message on the next bill statement or separate written notice of default in accordance with 		<p>deferred payment agreement but has not yet had service discontinued by the gas or electric utility, the utility shall permit such customer to be reinstated on the deferred payment agreement if the customer pays in full the amounts which should have been paid up to that date pursuant to the original payment agreement (including any amounts for current usage which have become past due). A utility shall be obliged to permit such reinstatement only once during the course of a deferred payment agreement.</p> <p>2) If an applicant or customer shall default upon any payment due under the deferred payment agreement, the utility shall have the right to discontinue service pursuant to Section 280.130 herein, subject to the renegotiation and reinstatement provisions contained in this Section.</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	subsection (e)(2)(A) or (B).		
<u>280.120.f – Deferred Payment – Down Payment</u>	<ol style="list-style-type: none"> 1) In order to initiate a DPA, the customer must pay a minimum of 25% of the past due amount for utility service. 2) By agreement with the customer, the utility may include current billing amounts with the past due amount as the total balance from which the 25% down payment may be calculated. 3) At the utility's discretion, the down payment amount may be decreased. 	280.110.c	An applicant for residential service or a residential customer shall pay a maximum of $\frac{1}{4}$ of the amount past due and owing at the time of entering into the deferred payment agreement, and an applicant for non-residential service or a non-residential customer shall pay $\frac{1}{3}$ of the amount past due and owing at the time of entering into the deferred payment agreement. The utility shall allow a minimum of two months (or, in the case of a gas or electric utility, four months) from the date of said agreement and a maximum of twelve months for payment to be made under a deferred payment agreement. A gas or electric customer may be permitted to enter into a deferred payment agreement which extends over less than four months, if he so chooses. Late payments charges may be assessed against the amount owing which is the subject of a deferred payment agreement.
<u>280.120.g – Deferred Payment – Length of DPA</u>	<ol style="list-style-type: none"> 1) The amount of time negotiated with the customer for the completion of the DPA shall be set between 4 to 12 billing cycles, with the utility having the discretion to agree to more than 12 billing cycles for completion of the DPA. 2) In determining the length of time to offer, the utility shall take into account the ability of the customer to successfully complete the DPA. 3) If a residential customer's household income will not 	280.110.b -c	

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	allow the customer to successfully complete a DPA of any length, the utility shall advise the customer of the availability of local assisting agencies.		
<u>280.120.h – Deferred Payment – Installments</u>	<ol style="list-style-type: none"> 1) The installments shall be equal amounts, unless unequal amounts are established by agreement with the customer. 2) The installments shall be due at the same time as the regular bill due dates. 	280.110.c	The text of this rule is provided above. See 280.120.f
<u>280.120.i – Deferred Payment – Installments</u>	<ol style="list-style-type: none"> 1) A utility may consider a DPA in default when a customer fails to pay the full amount of the installment and the current bill by the second day after the bill due date. 2) The utility may resume collection activity after a DPA defaults, including delivery of a disconnection notice and subsequent disconnection of the service unless the customer pays the full amount past due or pays the reinstatement amount and any applicable reinstatement fee in order to resume the DPA. 	280.110.g	The text of this rule is provided above. See 280.120.e
<u>280.120.j – Deferred Payment – Installments</u>	<ol style="list-style-type: none"> 1) A utility is not obliged to reinstate a defaulted DPA once it has disconnected service to the customer for nonpayment. 2) A customer may reinstate a previously defaulted DPA by paying the required amount of the DPA installments owing up to that date, including all past due bills that were not included in the original DPA amount. The default notice shall state that DPA reinstatement is possible for a stated amount if paid in full by a certain date and that reinstatement subsequent to that date may include additional charges. 3) The utility shall not assess a reinstatement fee for the first reinstatement of a defaulted DPA. 4) For each subsequent default after the first, in addition 	280.110.g	The text of this rule is provided above. See 280.120.e

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	to paying the amounts required under subsection (j)(2), the customer shall pay a reinstatement fee if the utility has filed a tariff establishing a reinstatement fee.		
<u>280.120.k – Deferred Payment – Installments</u>	<ol style="list-style-type: none"> 1) A customer whose financial conditions change during the course of a DPA shall be allowed to renegotiate the length of the DPA with the utility to ensure its successful completion. 2) One renegotiation is allowed during the course of a DPA, so long as: <ol style="list-style-type: none"> a) The customer is willing to discuss the customer's financial circumstances; b) The customer has at least made the down payment on the original DPA; and c) The DPA is not currently in default status. 3) Through renegotiation, the utility shall not be obliged to extend the term of the DPA any longer than 4 to 12 additional billing cycles beyond the original term of the DPA; provided, however, that the utility and customer may renegotiate the DPA for a longer term if both parties agree. 4) Renegotiation does not preclude a customer's right to reinstate a defaulted DPA prior to disconnection. 	280.110.f	<p>Renegotiation</p> <ol style="list-style-type: none"> 1) If the gas or electric customer's economic or financial circumstances change during the effective period of a deferred payment agreement, and not more than 14 days has elapsed since the customer defaulted on the deferred payment agreement, the company shall be obliged, if the customer so requests, to renegotiate the terms and conditions of the deferred payment agreement, taking into consideration the changed economic and financial circumstances substantiated by the customer. The reinstatement of a previously defaulted deferred payment agreement pursuant to the provisions of this Section set forth below shall not prevent the renegotiation of a deferred payment agreement. 2) However, the utility shall be obliged to renegotiate any deferred payment agreement more than one time or to extend the payment period beyond the maximum of twelve months available at the time the company and the customer entered into the original deferred payment agreement.
<u>280.120.l –</u>	Multiple arrangements of any type under this Section shall	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Deferred Payment – Overlapping Arrangements</u>	not be employed simultaneously without the consent of both the utility and the customer. However, the utility shall not maintain an otherwise defaulted arrangement to prevent a customer from using another type of payment arrangement for which the customer is eligible.		
<u>280.120.m – Deferred Payment – Eligibility for Winter DPA</u>	A customer's right to establish a winter DPA under Section 280.135 shall be unaffected by any default on a DPA under this Section.	280.135.a	<p>Notwithstanding any other provision of this Part, no electric or gas public utility shall disconnect service to any residential customer or master-metered apartment building for nonpayment of a bill or deposit where gas or electricity is used as the primary source of space heating or is used to control or operate the primary source of space heating equipment at the premise during the period of time from December 1 through and including March 31 of the immediately succeeding calendar year, unless:</p> <p>1) The utility:</p> <p>a) has offered the customer a deferred payment arrangement allowing for payment of past due amounts over a period of not less than four months not to extend beyond the following November and the option to enter into a levelized payment plan for the payment of future bills. The maximum down payment requirements shall not exceed 10 percent of the amount past due and owing at the time of entering into the agreement.</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			b) names, addresses and telephone numbers of governmental and private agencies which may provide assistance to customers of public utilities in paying their utility bills; the utility must obtain the approval of an agency before placing the name of that agency on any list which will be used to provide such information to customers; 2) The customer has refused or failed to enter into a deferred payment arrangement as described in subsection (a)(1)(A) above; and 3) All notice requirements as provided by law and this Part have been met.
<u>280.125 - Deferred Payment Arrangements for Low Income Customers</u>			
<u>280.125.b - Deferred Payment Arrangements for Low Income Customers – Down Payment</u>	1) In order to initiate a DPA, a utility may require a maximum down payment of 20% towards the past due amounts for utility service. 2) By agreement with the customer, the utility may include current billing amounts with the past due amount as the total balance from which the 20% down payment may be calculated.	NA	NA
<u>280.125.c - Deferred Payment Arrangements for Low</u>	1) The amount of time offered to a low income customer for the completion of a DPA shall be set by the utility at 6 to 12 billing cycles. 2) At its discretion, the utility may set the term for a period longer than 12 months.	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Income Customers – Length of DPA Term</u>			
<u>280.125.d - Deferred Payment Arrangements for Low Income Customers – Reinstatement Fee Waiver</u>	A utility shall not assess a reinstatement fee for any reinstatement of a DPA by a low income customer.	NA	NA
<u>280.125.e - Deferred Payment Arrangements for Low Income Customers – Amended DPA</u>	<p>A utility shall offer an amended DPA to a low income customer who is in default on a first DPA if the customer has made at least two consecutive full payments under the first DPA and the customer has not been in default on the first DPA for more than 90 days.</p> <p>The amended DPA shall be for the same term or longer than the term of the first DPA.</p> <p>As a condition of entering the amended DPA, the utility may require the customer to participate in the payment option described in Section 280.80.</p>	NA	NA
<u>280.130 - Disconnection of Service</u>			
<u>280.130.b - Disconnection of Service – Allowable Reasons for Disconnection</u>	<ol style="list-style-type: none"> 1) Non-payment of past due bill for the same class and type of utility service; 2) Non-payment of valid utility service deposit owing on account; 3) Non-payment of a deposit owing as result of utility evidence of a problem described in Section 280.210; 4) Failure to provide access in multi-meter premises to 	280.130.a	<p>Discontinuance</p> <ol style="list-style-type: none"> 1) A utility may discontinue service when any customer fails to do any of the following: <ol style="list-style-type: none"> a) make a deposit or increase a deposit pursuant to Section 280.70 herein; b) pay a past due bill owed to the utility

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>utility facilities after attempts by the utility to gain access as described in Section 280.140;</p> <p>5) Failure to provide access to utility facilities after four attempts (two attempts if in order to meet regulatory requirements) by the utility to gain access to a single customer premises, provided that the utility must comply with the same notification and record keeping requirements as in Section 280.140 (c)(1), (2) and (3);</p> <p>6) Occupant usage without a valid customer of record;</p> <p>7) Theft of service and/or tampering;</p> <p>8) Non-compliance with any rules of the utility on file with the Commission for which the utility is authorized by tariff to disconnect service in the event of non-compliance;</p> <p>9) Non-compliance with an order of the Commission;</p> <p>10) Unsafe conditions; or</p> <p>11) Cooperation with civil authorities.</p>		<p>for the same class of service furnished at the same or at another location. For purposes of this subsection, a utility may discontinue service if the current customer is liable for a past due bill for utility service pursuant to Section 15 of the Rights of Married Persons Act [750 ILCS 65/15], unless the customer, at the option of the utility, pays any past due bill and/or provides a deposit pursuant to Section 280.70 and/or enters into a deferred payment agreement pursuant to Section 280.110;</p> <p>c) comply with an order of the Commission;</p> <p>d) make payment in accordance with the terms of a deferred payment agreement;</p> <p>e) comply with any rules of the utility on file with the Commission for which the utility is authorized by tariff to discontinue service for noncompliance on the part of the customer or user; or</p> <p>f) provide utility representatives with access to the meter after receiving consecutively estimated bills for four billing periods if billed monthly or bi-monthly or two billing periods if</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			<p>billed quarterly or semi-annually and the utility thereafter makes a written request for access.</p> <p>2) The utility can discontinue service only after it has mailed or delivered by other means a written notice of discontinuance substantially in the form of Appendix A. Any notice required to be delivered or mailed to a customer prior to discontinuance of service shall be delivered or mailed separately from any bill. Service shall not be discontinued until at least five days after delivery or eight days after the mailing of this notice.</p>
<u>280.130.c - Disconnection of Service – Non-deniable Charges</u>	<ol style="list-style-type: none"> 1) Charges for non-utility services, unless otherwise authorized by Illinois statute; 2) Charges for another class (residential or non-residential) of utility service; 3) Charges for another type (gas, electric, water or sewer, unless water and sewer utility service are provided by the same utility) of utility service; 4) Charges for equipment or merchandise unless otherwise authorized by statute; or 5) Charges currently in dispute under Section 280.220 or Section 280.230. 	280.50.c 280.130.h	<p>280.50.c The text of this rule is provided above. See 280.30.f</p> <p>280.130.h Utility service shall not be discontinued and shall be restored if discontinued for the reason which is the subject of a dispute or complaint during the pendency of procedures under Section 280.160 and/or Section 280.170 where the customer has complied with such Sections.</p>
<u>280.130.d - Disconnection of Service – Disconnection Notice</u>	<ol style="list-style-type: none"> 1) Date issued; 2) Effective date; 3) Reason for disconnection; 4) Options for the customer to prevent disconnection; 5) Contact information for the utility; 	280.130.a	<p>The text of this rule is provided above. See 280.130.b</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Content</u>	6) Contact information for the Commission's Consumer Services Division; and 7) Medical certification process and customer bill of rights in Appendix B.		
<u>280.130.e - Disconnection of Service – Method of Disconnection Notice Delivery</u>	1) All utility disconnection notices shall be sent separately from any other mailing to the customer. 2) The notice shall be sent by U.S. Mail or hand delivered. 3) The utility shall record the date the notice is sent or delivered and retain that record for two years. 4) If the utility and customer have agreed to electronic communications, a utility shall submit a duplicate notice to the customer electronically as long as it has also mailed or hand delivered a paper version of the notice to the customer.	280.130.a	The text of this rule is provided above. See 280.130.b
<u>280.130.f - Disconnection of Service – Third Party Notice</u>	A customer may designate, by written request to the utility, that a third party will be sent or delivered a duplicate notice whenever a disconnection notice is sent or delivered to the customer. The utility will send or deliver any third party notice at the same time as the notice is sent or delivered to the customer.	280.130.b	The text of this rule is provided above. See 280.130.b
<u>280.130.g - Disconnection of Service – Timing of Notice</u>	1) When notice shall be sent: A utility shall not send or deliver a disconnection notice until after one of the reasons described in subsection (b) occurs. 2) Effective date: The utility shall not disconnect service until at least 10 days after the sending or delivery of the notice to the customer. 3) Duration of notice: The notice shall remain effective for 45 days after it is sent or delivered. 4) Overlapping notices: A utility may send or deliver a new notice prior to the expiration of a previous notice. The customer shall be entitled to the remedies offered in	280.130.c	Said notice shall remain effective for two consecutive twenty day periods, provided that during each such period a call is made at the customer's premises or billing address or telephone contact with the customer is made. If the utility does not discontinue service within the two consecutive twenty day periods, the utility shall not discontinue service until at least five days after delivery or eight days after mailing of a new notice of its intention to discontinue service to the

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>the previous notice until the effective date of the new notice.</p> <p>5) The customer's regular monthly bill shall not be considered a new disconnection notice or operate to extend the due date of a previously issued disconnection notice.</p>		customer.
<u>280.130.h - Disconnection of Service – Exemptions to Notice Requirements</u>	<p>Disconnection notices substantially in the form of Appendix A shall be required prior to all disconnections of service, except in cases of:</p> <ol style="list-style-type: none"> 1) Occupant usage without a customer of record, provided that the utility shall refer to subsection (i) for special provisions related to occupant usage; 2) Theft of service and/or tampering; 3) Unsafe conditions; 4) Cooperation with civil authorities; 5) Outages and maintenance work; or 6) The current customer has requested the service be disconnected. 	280.130.a, k	<p>280.130.a The text of this rule is provided above. See 280.130.b</p> <p>280.130.k Nothing in this Section or this Part shall be construed to prevent discontinuance of service for reasons of safety, health, or cooperation with civil authorities.</p>
<u>280.130.i - Disconnection of Service – Warning Letter Required Instead of Appendix A(Disconnection Notice for Occupant Usage without Valid</u>	<p>When the utility has left the service on at a premises and there is usage without a customer of record, it shall send or deliver a warning letter to the premises address, containing the utility's toll free contact information, advising that an applicant must contact the utility to become a new customer or the service will have to be disconnected after 10 days.</p> <p>If the utility has contact information for the landlord or property manager of the premises, a duplicate warning letter shall be sent or delivered to that person at the same time as the warning letter to the premises.</p> <p>If there is no response within 10 days after the sending of the warning letter, the utility shall have the right to</p>	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Customer)</u>	disconnect the service. The utility shall not be obliged to send a warning letter to a premises when it disconnects service within 10 days after the date that the current customer requests as the date the utility will shut off and end that customer's service.		
<u>280.130.j - Disconnection of Service – Warning Call to Residential and Master-Metered Customers</u>	<ol style="list-style-type: none"> 1) Unless the customer has no phone number on record, the utility shall provide a warning call to the customer a minimum of 48 hours prior to the scheduled disconnection. 2) The warning call may be live or automated, and it shall advise the customer of the utility's intent to disconnect the service. A second call shall be required 24 hours prior to the schedule disconnection if the first call does not reach a person or an answering machine. 3) The warning call shall provide the customer with the toll free or local phone numbers that the customer may use to contact the utility to discuss the situation. 4) The utility shall make a record of the date and time of day of, and its success or failure in reaching the customer through, the warning call. It shall retain the record for two years. 	280.130.c	The text of this rule is provided above. See 280.130.g
<u>280.130.k - Disconnection of Service – Obligation to Act</u>	<ol style="list-style-type: none"> 1) When a utility has sent or hand delivered four consecutive disconnection notices to the same customer for the same unremedied reason for disconnection under subsection (b), it shall not send a fifth notice of disconnection for the same unremedied reason unless its effort to disconnect the service has failed. Such failure shall include any temporary moratoriums that would prevent the utility from attempting to disconnect service during the effective period of the disconnection notice. 	280.130.e	The utility shall not make a practice of delivering more than two consecutive notices of discontinuance for past due bills without engaging in collection activity with the customer.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	2) If the utility's effort to disconnect the service fails, the utility shall record the date, time of day, utility personnel involved and a description of the reason for the failure. It shall retain this record for two years.		
<u>280.130.I - Disconnection of Service – Time of Day and Day of the Week Prohibitions and Limits</u>	<p>Except for matters of safety, emergency maintenance and cooperation with civil authorities, a utility shall comply with the following prohibitions and limits upon disconnection:</p> <ol style="list-style-type: none"> 1) Non-business hours prohibition: A utility shall not disconnect a customer within one hour before or at any time during which it does not have its customer service personnel available to handle the customer's contact. 2) Weekday afternoon limits: A utility shall not disconnect a customer after 4:00 PM on Monday through Thursday unless the utility is prepared to take the customer's payment and reconnect the customer that same day if the customer remedies the reason for the disconnection. 3) Friday limits: A utility shall not disconnect a residential customer after noon on Friday or a non-residential customer after 4:00 PM on Friday, unless it is prepared to take the customer's payment and reconnect the customer that same day if the customer remedies the reason for the disconnection. 4) Weekend limits: A utility shall not disconnect a customer on Saturday or Sunday unless it is prepared to take the customer's payment and reconnect the customer that same day if the customer remedies the reason for the disconnection. 5) Holiday limits: A utility shall not disconnect a customer on a State of Illinois or utility holiday, or after noon on any day preceding a State of Illinois or utility holiday, 	280.130.f	A utility shall not discontinue service at the meter subsequent to 2:00 P.M. unless the utility shall be prepared to reconnect the same day at the standard reconnection charge, if any. No utility shall discontinue service on a holiday or weekend day unless prepared to reconnect on that holiday or weekend day.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	unless the utility is prepared to take the customer's payment and reconnect the customer that same day if the customer remedies the reason for the disconnection.		
<u>280.130.m - Disconnection of Service – Medical Certification</u>	A utility shall not disconnect service to a residence for 60 days upon receipt of a valid medical certificate for a resident of the household, so long as the account is eligible for medical certification under Section 280.160.	280.130.j	<p>Notwithstanding any of the foregoing provisions, discontinuance of service to residential customers is prohibited for up to sixty days when discontinuance of service will aggravate an existing serious illness of any person who is a permanent resident of the premise where service is rendered if the customer complies with the following requirements regarding such illness:</p> <ol style="list-style-type: none"> 1) The illness must be certified to the utility by a registered physician or local board of health. The certification shall be in writing and shall include the name of the ill person, a statement that he/she is a resident of the premises in question, the name, business address, and telephone number of the certifying party, the nature of the illness, and the period of time during which termination will aggravate the illness; 2) Initial certification by the certifying party may be by telephone if written certification is forwarded to the utility within five days; 3) Initial certification shall prohibit discontinuance of service for thirty days. Certification may be renewed by the

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			<p>customer for an additional thirty days by providing another certificate to the utility. Failure to so renew the certificate shall entitle the utility to initiate discontinuance procedures;</p> <p>4) The customer must enter into an agreement for the retirement of the unpaid balance of the account within the first thirty days and keep the current account paid during the period that the unpaid balance is to be retired. Notice of discontinuance of service sent to residential customers must include a notice substantially in the form of Appendix B herein; and</p> <p>5) In the event service is terminated within fourteen days prior to certification of illness by or for a qualifying resident, service shall be restored to that residence if a proper certification is thereafter made in accordance with the foregoing provisions.</p>
<u>280.130.n - Disconnection of Service – Temperature Prohibitions</u>	<p>1) Cold weather: <i>Termination of gas and electric utility service to all residential users, including all tenants of apartment buildings where gas or electricity is used as the only source of space heating or to control or operate the only space heating equipment, is prohibited:</i></p> <p>a) <i>On any day when the National Weather Service forecast for the following 24 hours covering the area of the utility in which the residence or master-metered apartment building is located includes a</i></p>	280.130.i	<p>Termination of gas and electric utility service to all residential users, including all tenants of apartment buildings, for nonpayment of bills where gas or electricity is used as the only source of space heating or to control or operate the only space heating equipment at the residence is prohibited:</p> <p>1) On any day when the National Weather Service forecast for the following 24</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p><i>forecast that the temperature will be 32 degrees Fahrenheit or below; or</i></p> <p>b) <i>On any day preceding a holiday or weekend when the National Weather Service forecast covering the area of the utility in which the residence or master-metered apartment building is located includes a forecast that the temperature will be 32 degrees Fahrenheit or below at any time during the holiday or weekend. [220 ILCS 5/8-205(a)]</i></p> <p>2) <i>Hot weather: If gas or electricity is used as the only source of space cooling or to control or operate the only space cooling equipment at a residence or master-metered apartment building, then a utility with over 100,000 residential customers may not terminate gas or electric utility service to the residential user, including all tenants of master-metered apartment buildings:</i></p> <p>a) <i>On any day when the National Weather Service forecast for the following 24 hours covering the area of the utility in which the residence or master-metered apartment building is located includes a forecast that the temperature will be 95 degrees Fahrenheit or above; or</i></p> <p>b) <i>On any day preceding a holiday or weekend when the National Weather Service forecast covering the area of the utility in which the residence or master-metered apartment building is located includes a forecast that the temperature will be 95 degrees Fahrenheit or above at any time during the holiday or weekend. [220 ILCS 5/8-205(b)]</i></p>		<p>hours covering the area of the utility in which the residence is located includes a forecast that the temperature will be 32 degrees Fahrenheit or below; or</p> <p>2) <i>On any day preceding a holiday or a weekend when such a forecast indicated that the temperature will be 32 degrees Fahrenheit or below during the holiday or weekend.</i></p>
<u>280.130.o - Disconnection</u>	<i>Notwithstanding any other provision of this Part, no electric or gas public utility shall disconnect service to any</i>	280.136	<i>Notwithstanding any other provision of this Part, no electric or gas public utility shall</i>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>of Service – Energy Act of 1989 Participants (Low Income Customers) Winter Disconnection Prohibition</u>	<i>residential customer who is a participant under Section 6 of the Energy Assistance Act of 1989 [305 ILCS 20/6] for nonpayment of a bill or deposit where gas or electricity is used to control or operate the primary source of space heating equipment at the premises during the period of time from December 1 and including March 31 of the immediately succeeding calendar year. [220 ILCS 5/8-206(k)]</i>		disconnect service to any residential customer who is a participant under Section 6 of the Energy Assistance Act of 1989 [305 ILCS 20/6] for nonpayment of a bill or deposit where gas or electricity is used as the primary source of space heating or is used to control or operate the primary source of space heating equipment at the premises during the period of time from December 1 through and including March 31 of the immediately succeeding calendar year. [220 ILCS 5/8-206(k)]
<u>280.130.p - Disconnection of Service – Electric Space-Heating Customer Winter Disconnection Prohibition</u>	<i>A utility that served more than 100,000 electric customers in Illinois as of December 31, 2005 shall not terminate electric service to a residential space heating customer for non-payment from December 1 through March 31. [220 ILCS 5/16-111.6]</i>	280.135	The text of this rule is provided below. See 280.135.a-j
<u>280.130.q - Disconnection of Service – Military Personnel on Active Duty Disconnection Prohibition</u>	<i>No utility shall for nonpayment stop gas or electricity from entering the residential premises that was the primary residence of a service member immediately before the service member was assigned to military service. [220 ILCS 5/8-201.5(b)]</i>	NA	NA
<u>280.130.r -</u>	<i>No electric or gas public utility shall disconnect service to</i>	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Disconnection of Service – Service Member or Veteran Disconnection Prohibition</u>	<i>any residential customer who has notified the utility that he or she is a service member or veteran for nonpayment of a bill or deposit where gas or electricity is used as the primary source of space heating or is used to control or operate the primary source of space heating equipment at the premises during the period of time from December 1 through and including March 31 of the immediately succeeding calendar year. [220 ILCS 5/8-206(l)]</i>		
<u>280.135 - Winter Disconnection of Residential Heating Services, December 1 through March 31</u>			
<u>280.135.a - Winter Disconnection of Residential Heating Services</u>	<ol style="list-style-type: none"> 1) Notwithstanding any other provision of this Part, no electric or gas public utility shall disconnect service to any residential customer or master-metered apartment building for nonpayment of a bill or deposit where gas or electricity is used as the primary source of space heating equipment at the premises during the period of time from December 1 through and including March 31 of the immediately succeeding calendar year, unless: 2) The Utility: <ol style="list-style-type: none"> a) Has offered the customer a winter deferred payment arrangement (winter DPA) allowing for payment of past due amounts over a period of not less than four months not to extend beyond the following November and the option to enter into a budget payment plan for the payment of future bills. The maximum down payment requirements shall not exceed 10 percent of the amount past due and owing at the time of entering into the agreement; and b) provides the customer with the names, addresses and telephone numbers of governmental and private agencies which may provide assistance to 	280.135.a	<p>Notwithstanding any other provision of this Part, no electric or gas public utility shall disconnect service to any residential customer or master-metered apartment building for nonpayment of a bill or deposit where gas or electricity is used as the primary source of space heating or is used to control or operate the primary source of space heating equipment at the premise during the period of time from December 1 through and including March 31 of the immediately succeeding calendar year, unless:</p> <ol style="list-style-type: none"> 1) The utility: <ol style="list-style-type: none"> a) Has offered the customer a deferred payment arrangement allowing for payment of past due amounts over a period of not less than four months not to extend beyond the following November and the option to enter into a levelized payment plan for the payment of future bills. The

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>customers of public utilities in paying their utility bills; the utility must obtain the approval of an agency before placing the name of that agency on any list used to provide the information to customers;</p> <p>3) The customer has refused or failed to enter into a winter DPA as described in subsection (a)(1)(A); and</p> <p>4) All disconnection notice requirements as provided by law and this Part have been met by the utility</p>		<p>maximum down payment requirements shall not exceed 10 percent of the amount past due and owing at the time of entering into the agreement.</p> <p>b) Names, addresses and telephone numbers of governmental and private agencies which may provide assistance to customers of public utilities in paying their utility bills; the utility must obtain the approval of an agency before placing the name of that agency on any list which will be used to provide such information to customers;</p> <p>2) The customer has refused or failed to enter into a deferred payment arrangement as described in subsection (a)(1)(A) above; and</p> <p>3) All notice requirements as provided by law and this Part have been met.</p>
<u>280.135.b - Winter Disconnection of Residential Heating Services</u>	<p>Prior to termination of service for any residential customer or master-metered apartment building during the period from December 1 through and including March 31 of the immediately succeeding calendar year, all electric and gas public utilities shall, in addition to all other notices:</p> <p>1) Notify the customer or an adult (a person over the age of 18) residing at the customer's premises either by telephone, a personal visit to the customer's premises or by first class mail, informing the customer that:</p> <p>a) The customer's account is in arrears and the</p>	280.135.b	<p>Prior to termination of service for any residential customer or master-metered apartment building during the period from December 1 through and including March 31 of the immediately succeeding calendar year, all electric and gas public utilities shall, in addition to all other notices:</p> <p>1) Notify the customer or an adult (as defined in the Probate Act of 1975, Ill. Rev. Stat. 1981, ch. 110½, par. 11-1)</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>customer's service is subject to disconnection for nonpayment of a bill;</p> <p>b) The customer can avoid disconnection of service by entering into a deferred payment agreement to pay past due amounts over a period not to extend beyond the following November and the customer has the option to enter into a budget payment plan for the payment of future bills; and</p> <p>c) The customer may apply for any available assistance to aid in the payment of utility bills from any governmental or private agencies from the list of the agencies provided to the customer by the utility.</p> <p>2) A public utility shall be required to make only one contact required in subsection (b)(1) with the customer during any period from December 1 through and including March 31 of the immediately succeeding calendar year.</p> <p>3) Each public utility shall maintain records which shall include, but not necessarily be limited to, the manner by which the customer was notified and the time, date and manner by which any prior unsuccessful efforts to contact the customer were made. These records shall also describe the terms of the DPA offered to the customer and those entered into by the utility and the customer. These records shall indicate the total amount past due, the down payment, the amount remaining to be paid and the number of months allowed to pay the outstanding balance. No public utility shall be required to retain records pertaining to unsuccessful efforts to contact or DPAs rejected by the customer after the customer has entered into a DPA with the utility.</p>		<p>residing at the customer's premise either by telephone, a personal visit to the customer's premise or by First Class mail, informing the customer that:</p> <p>a) the customer's account is in arrears and the customer's service is subject to termination for nonpayment of a bill;</p> <p>b) the customer can avoid disconnection of service by entering into a deferred payment agreement to pay past due amounts over a period not to extend beyond the following November and the customer has the option to enter into a levelized payment plan for the payment of future bills;</p> <p>c) the customer may apply for any available assistance to aid in the payment of utility bills from any governmental or private agencies from the list of such agencies provided to the customer by the utility,</p> <p>d) provided, however, that a public utility shall be required to make only one such contact with the customer during any such period from December 1 through and including March 31 of the immediately succeeding calendar year.</p> <p>2) Each public utility shall maintain records</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			which shall include, but not necessarily be limited to, the manner by which the customer was notified and the time, date and manner by which any prior but unsuccessful attempts to contact were made. These records shall also describe the terms of the deferred payment arrangements offered to the customer and those entered into by the utility and customers. These records shall indicate the total amount past due, the down payment, the amount remaining to be paid and the number of months allowed to pay the outstanding balance. No public utility shall be required to retain records pertaining to unsuccessful attempts to contact or deferred payment arrangements rejected by the customer after such customer has entered into a deferred payment arrangement with such utility.
<u>280.135.c - Winter Disconnection of Residential Heating Services</u>	<p>No public utility shall disconnect service for nonpayment of a bill until the lapse of six business days after making the notification required in subsection (b)(1) so as to allow the customer an opportunity to:</p> <ol style="list-style-type: none"> 1) Enter into a DPA and the option to enter into a budget payment plan for the payment of future bills; and 2) Contact a governmental or private agency that may provide assistance to customers for the payment of public utility bills. 	280.135.c	<p>No public utility shall disconnect service for nonpayment of a bill until the lapse of six business days after making the notification required by subsection (b)(1) of this Section so as to allow the customer an opportunity to:</p> <ol style="list-style-type: none"> 1) Enter into a deferred payment arrangement and the option to enter into a levelized payment plan for the payment of future bills.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			2) Contact a governmental or private agency that may provide assistance to customers for the payment of public utility bills.
<u>280.135.d - Winter Disconnection of Residential Heating Services</u>	Any residential customer who enters into a DPA pursuant to this Section and subsequently, during that period of time set forth in subsection (a), becomes subject to disconnection, shall be given notice as required by law and this Part prior to disconnection of service.	280.135.d	Any residential customer who enters into a deferred payment arrangement pursuant to this Section, and subsequently, during that period of time set forth in subsection (a) of this Section, becomes subject to termination, shall be given notice as required by law and this Part prior to termination of service.
<u>280.135.e - Winter Disconnection of Residential Heating Services</u>	During that time period set forth in subsection (a), a utility shall not require a down payment for a deposit from a residential customer, pursuant to Section 280.40, in excess of 20% of the total deposit requested. An additional four months shall be allowed to pay the remainder of the deposit. This provision shall not apply to master-metered apartment buildings or other non-residential customers.	280.135.e	During that time period set forth in subsection (a) of this Section, a utility shall not require a down payment for a deposit from a residential customer, pursuant to Section 280.60 of this Part, in excess of twenty percent of the total deposit requested. An additional four months shall be allowed to pay the remainder of the deposit. This provision shall not apply to master-metered apartment buildings or other non-residential customers.
<u>280.135.f - Winter Disconnection of Residential Heating Services</u>	During that period of time set forth in subsection (a), the provisions of Section 280.120 that allow a utility to refuse to offer a DPA to a residential customer who has defaulted on an agreement within the past 12 months are suspended. However, no utility shall be required to enter into more than one DPA under this Part with any residential customer or master-metered apartment building during the period from December 1 through and including March 31 of the	280.135.f	During that period of time set forth in subsection (a) of this Section, the provisions of Section 280.110 of this Part which allow a utility to refuse to offer a deferred payment agreement to a residential customer who has defaulted on such an agreement within the past twelve months are suspended. However, no utility shall be required to enter into more than one deferred payment

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	immediately succeeding calendar year.		arrangement under this Part with any residential customer or master-metered apartment building during the period from December 1 through and including March 31 of the immediately succeeding calendar year.
<u>280.135.g - Winter Disconnection of Residential Heating Services</u>	In order to enable customers to take advantage of energy assistance programs, customers who can demonstrate that their applications for a local, State or federal energy assistance program have been approved may request that the amount they will be entitled to receive as a regular energy assistance payment be deducted and set aside from the amount past due on which they make DPAs. Payment on the set-aside amount will be credited when the energy assistance voucher or check is received, according to the utility's common business practice.	280.135.g	In order to enable customers to take advantage of energy assistance programs, customers who can demonstrate that their applications for a local, state or federal energy assistance program have been approved may request that the amount they will be entitled to receive as a regular energy assistance payment be deducted and set aside from the amount past due on which they make deferred payment arrangements. Payment on the set-aside amount will be credited when the energy assistance voucher or check is received, according to the utility's common business practice.
<u>280.135.h - Winter Disconnection of Residential Heating Services</u>	In no event shall any utility send a disconnection notice to any customer who has entered into a current DPA and has not defaulted on that DPA, unless the disconnection notice pertains to a deposit request.	280.135.h	In no event shall any utility send a Final Notice to any customer who has entered into a current Deferred Payment Agreement and has not defaulted on that Deferred Payment Agreement, unless the Final Notice pertains to a deposit request.
<u>280.135.i - Winter Disconnection of Residential Heating</u>	Each utility will include with each disconnection notice sent during the period from December 1 through and including March 31 of the immediately succeeding calendar year to a residential customer an insert explaining the provisions of this Section and providing a telephone number of the utility	280.135.i	Each utility will include with each disconnection notice sent during the period from December 1 through and including March 31 of the immediately succeeding calendar year to a residential customer an

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Services</u>	company the customer may call to receive further information.		insert explaining the above provisions and providing a telephone number of the utility company which the customer may call to receive further information.
<u>280.135.j - Winter Disconnection of Residential Heating Services</u>	<p>Filing with the Commission:</p> <ol style="list-style-type: none"> 1) Each utility shall file with the Commission prior to December 1 of each year a plan detailing the implementation of this Section. This plan shall contain, but not be limited to: <ol style="list-style-type: none"> a) A description of the methods to be used to notify residential customers as defined in this Part, including the forms of written and oral notices which shall be required to include all the information contained in subsection (b); b) A listing of the names, addresses and telephone numbers of governmental and private agencies which may provide assistance to residential customers in paying their utility bills; c) The program of employee education and information which shall be used by the company in the implementation of this Section; and d) A description of methods to be utilized to inform residential customers of those governmental and private agencies and current and planned methods of cooperation with those agencies to identify the customers who qualify for assistance in paying their utility bills. 2) A utility that has a plan on file with the Commission need not resubmit a new plan each year. However, any alteration of the plan on file must be submitted prior to December 1 of any year. 	280.135.j	<ol style="list-style-type: none"> 1) Each utility shall file with the Commission prior to December 1 of each year a plan detailing the implementation of this rule. This plan shall contain, but not be limited to: <ol style="list-style-type: none"> a) a description of the methods to be used to notify residential customers as defined in this Part, including the forms of written and oral notices which shall be required to include all the information contained in subsection (b) of this Section; b) a listing of the names, addresses and telephone numbers of governmental and private agencies which may provide assistance to residential customers in paying their utility bills; c) the program of employee education and information which shall be used by the company in the implementation of this Section; d) a description of methods to be utilized to inform residential customers of those governmental and private agencies and current and planned methods of cooperation with those agencies to identify the

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	3) All plans are subject to review and approval by the Commission, which may direct a utility to alter its plan to comply with this Part. [220 ILCS 5/8-206]		customers who qualify for assistance in paying their utility bills. 2) A utility which has a plan on file with the Commission need not resubmit a new plan each year. However, any alteration of the plan on file must be submitted and approved prior to December 1 of any year. 3) All plans are subject to review and approval by the Commission which may direct a utility to alter its plan to comply with this Part.
<u>280.140 – Disconnection for Lack of Access to Multi-Meter Premises</u>			
<u>280.140.b - Disconnection for Lack of Access to Multi-Meter Premises – Allowable Reasons for Disconnection of an Entire Multi-Meter Premises</u>	1) The customers and property owner/manager have failed two consecutive times to provide access to utility facilities in order to meet regulatory requirements, including, but not limited to, inside safety inspections and meter exchanges; 2) The customers and property owner/manager have failed three consecutive times to provide access to utility facilities for non-payment disconnections; or 3) The customers and property owner/manager have failed four consecutive times to provide access to utility facilities for meter readings.	NA	NA
<u>280.140.c - Disconnection for Lack of Access to Multi-Meter Premises –</u>	1) The utility must attempt to obtain contact information for the property owner/manager, independently or with the assistance of the affected customers 2) The utility must seek access by physical visit. For each failure to gain access, the utility must record the date, time of day, utility personnel involved, a detailed	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Utility Actions Required prior to Disconnection of an Entire Multi-Meter Premises</u>	<p>description of utility's efforts to gain access and the reason for each failure to gain access. The utility shall retain the records for two years;</p> <p>3) For each effort to gain access, the utility must send or deliver warning letters to each affected customer and property owner/manager with at least 10 days advance notice of the utility's intent to gain access and the need for the customer to contact the utility to set up an appointment to provide access;</p> <p>4) After the final consecutive failure to provide access, according to the number of consecutive failures required in subsection (b), the utility must send or deliver a disconnection notice to each affected customer and the property owner/manager as required by Section 280.130;</p> <p>5) At the same time the utility sends or delivers the notices required in subsection (c)(3), it must also post the building with a written notice of disconnection; and</p> <p>6) If the utility seeks access to disconnect non-paying customers, the utility must send or deliver a disconnection notice for non-payment to the customers in the premises that it intends to disconnect for non-payment.</p>		
<u>280.140.d - Disconnection for Lack of Access to Multi-Meter Premises – Inconvenience</u>	<p>1) An inconvenience compensation credit shall be issued by the utility to the accounts of customers who are not otherwise eligible for non-payment disconnection when those customers are disconnected as a result of the utility's disconnection of non-paying customers in the same premises.</p> <p>2) The inconvenience compensation credit shall be four times the monthly "customer charge" or \$60, whichever</p>	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Compensation Credit</u>	is greater.		
<u>280.140.e - Disconnection for Lack of Access to Multi-Meter Premises – Limitations on Non-payment Disconnections for Multi-Meter Premises</u>	All of the limits, prohibitions and protections to customers offered in Sections 280.130 and 280.135 shall apply equally to lack of access disconnections of multi-meter premises for non-payment.	NA	NA
<u>280.140.f - Disconnection for Lack of Access to Multi-Meter Premises – Reconnection</u>	The utility shall not disconnect a building unless it has the resources in place and is prepared to reconnect service on the same day as the disconnection or the day access is provided for any customers of a multi-meter premises who were otherwise not eligible for non-payment disconnection.	NA	NA
<u>280.140.g - Disconnection for Lack of Access to Multi-Meter Premises – Data Collection and Maintenance</u>	The utility shall collect the following data on a monthly basis and maintain the data for two years following its collection. The utility shall make the data available to Commission Staff within 30 days after a request from Staff: 1) In addition to the record keeping required under subsection (c)(2), the utility shall record the total number of "at-risk" buildings (i.e., any buildings the utility believes are currently eligible for disconnection or would be eligible for disconnection in 30 days); 2) The utility shall retain a record of the following	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>information regarding a disconnection event:</p> <ul style="list-style-type: none"> a) Address of building or facility disconnected; b) Number of units affected by the disconnection; c) Duration of the building disconnection from the date of the disconnection to the date that the building was reconnected; d) Cause for multi-unit disconnection; e) Compensation credit issued; and f) Customer contacts received prior to and as a result of disconnection and their given reason for failure to provide access. 		
<u>280.150 – Disconnection of Master-Metered Apartment Buildings</u>			
<u>280.150 – Disconnection of Master-Metered Apartment Buildings – Reference to Governing Statute</u>	<p>The Rental Property Utility Service Act [765 ILCS 735] governs procedures for disconnection of service to accounts affecting master-metered apartment buildings when a landlord or property manager has not paid the utility bill for the master-metered account. These procedures include requirements for a utility to:</p> <ul style="list-style-type: none"> 1) Inform tenants of the pending disconnection of their utility service; and 2) Set out their remedies, including the right to petition a court for appointment of a receiver to collect rents and remit a portion of the rents to the utility for payment of utility bills. 	280.140	<p>An Act providing remedies for lessees in relation to the failure of lessors to pay for utility services" (Ill. Rev. Stat. 1981, ch. 80, pars. 62 et seq.) governs procedures for discontinuance of service to accounts affecting master-metered apartment buildings. These procedures include measures to inform tenants of the pending discontinuance of their utility service and set out their remedies including their right to petition a court for appointment of a receiver to collect rents and remit a portion thereof to the utility for payment of utility bills.</p>
<u>280.160 - Medical Certification</u>			
<u>280.160.b – Medical Certification – Certifying</u>	<p>Certification may be made by either a licensed physician or a local board of health.</p>	280.130.j	<p>The text of this rule is provided above. See 280.130.m</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Parties</u>			
<u>280.160.c – Medical Certification – Method of Certification</u>	<ol style="list-style-type: none"> 1) Initial certification by phone call is allowed. 2) Written (may be mailed, faxed or delivered electronically) certification must be provided within 7 days after an initial certification by phone call. 	280.130.j	The text of this rule is provided above. See 280.130.m
<u>280.160.d – Medical Certification – Certificate Content</u>	<ol style="list-style-type: none"> 1) Name and contact information for the certifying party; 2) Service address and name of patient; 3) A statement that the patient resides at the premises in question; and 4) A statement that the disconnection of utility service will aggravate an existing medical emergency or create a medical emergency for the patient. 	280.130.j	The text of this rule is provided above. See 280.130.m
<u>280.160.e – Medical Certification – Certificate Timing</u>	<ol style="list-style-type: none"> 1) Certificate presentation prior to disconnection entitles a customer to receive a medical payment arrangement term, as described under subsection (i)(1). 2) The certificate may be presented up to 14 days after disconnection, with utility discretion as to whether it shall accept a certificate more than 14 days after disconnection have passed. Certification presented after disconnection entitles a customer to receive a medical payment arrangement term, as described under subsection (i)(2). 	280.130.j	The text of this rule is provided above. See 280.130.m
<u>280.160.f – Medical Certification – Restoration</u>	<ol style="list-style-type: none"> 1) When a valid medical certification is provided to the utility up to 14 days after disconnection, service shall be restored within one day after the provision of certification. 2) The utility shall not treat the disconnected customer as an applicant for service for purposes of restoration under a medical certificate. 	280.130.j	The text of this rule is provided above. See 280.130.m
<u>280.160.g –</u>	The certificate shall protect the account from disconnection	280.130.j	The text of this rule is provided above.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Medical Certification – Duration of Certificate</u>	for 60 days after the date of certification. If the customer was disconnected prior to certification, the 60 day period shall not begin until the utility restores the customer's service.		See 280.130.m
<u>280.160.h – Medical Certification – Data Collection and Maintenance</u>	The utility shall collect the following data on a monthly basis and maintain the data for two years following its collection. The utility shall make the data available to Commission Staff within 30 days after a request from Staff: 1) The total number medical certificates requested and, in instances in which a utility declines to issue a medical certificate, the reason for denial; 2) The total number of medical certificates issued by the utility; 3) The duration, including start and end dates, of the medical certification period (whether the end date is based on payment by the customer or expiration of the 60-day period).	NA	NA
<u>280.160.i – Medical Certification – Medical Payment Arrangement</u>	1) If valid medical certification is received prior to disconnection, the first bill statement that will be due after 30 days after the certification date shall indicate: a) An amount to pay that is equal to 1/12th of the total amount owing for utility services by the customer; b) The remaining balance owing for utility services; c) That the customer is on a medical payment arrangement; and d) 11 remaining installments of equal amounts to be paid on future bills. 2) If valid medical certification is received after disconnection, the first bill statement that will be due after 30 days after the certification date shall indicate:	280.130.j	The text of this rule is provided above. See 280.130.m

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	a) An amount to pay that is equal to 1/4th of the total amount owing for utility services by the customer; b) The remaining balance owing for utility services; c) That the customer is on a medical payment arrangement; and d) Nine remaining installments of equal amounts to be paid on future bills. 3) Valid medical certification shall entitle a customer to an MPA, regardless of the success or failure of previous payment plans of any sort.		
<u>280.160.j – Medical Certification – New Certification of Previously Certified Accounts</u>	Accounts that received a prior valid medical certificate shall be eligible for new certification any time after either: 1) The total account balance has been brought current; or 2) 12 months from the beginning date of the prior certification has passed.	280.130.j	The text of this rule is provided above. See 280.130.m
<u>280.170 - Timely Reconnection of Service</u>			
<u>280.170.b - Timely Reconnection of Service – Timing</u>	Once a disconnected customer remedies the reason for the disconnection or provides a valid medical certificate, the utility shall prioritize reconnection as indicated in this subsection (b). If the utility does not comply with the time limits in this subsection (b), it shall not bill the customer a reconnection charge. If, through no fault of the customer, the utility delays reconnection for two or more calendar days beyond the number of days required in this subsection (b), it shall issue a credit to the customer's account equal to two non-prorated monthly customer charges for that customer. If a disconnection is made in error, the penalty shall be an amount equal to three non-prorated monthly	280.130.f	The text of this rule is provided above. See 280.130.l

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>customer charges, in addition to any reconnection fees made for non-timely reconnection.</p> <ol style="list-style-type: none"> 1) A customer account for which a valid medical certificate has been provided shall receive first priority and be reconnected within one business day after the certification. 2) A customer disconnected in error shall be reconnected within one business day. 3) A disconnected electric, water or sewer customer who remedies the reason for the disconnection, and is not required by the utility to provide information as a new applicant for service, shall be reconnected within four calendar days. 4) A disconnected natural gas customer who remedies the reason for the disconnection, and is not required by the utility to provide information as a new applicant for service, shall be reconnected within seven calendar days. 		
<u>280.170.c - Timely Reconnection of Service – Exception for Lack of Access</u>	A utility shall not be obliged to conform to the time limits in subsection (b) if it is not allowed access to reconnect the service; provided, however, that the utility must record the date, time of day, utility personnel involved and reason access was not gained. It shall retain the record for two years.	NA	NA
<u>280.170.d - Timely Reconnection of Service – Exception for Disconnection not at the</u>	A utility shall not be obliged to conform to the time limits in subsection (b) if it was forced, by lack of access, to disconnect the service at a location other than the meter or at a place other than the normal place of disconnection if the utility does not normally disconnect service at the meter.	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Meter or not at the Normal Place of Disconnection</u>			
<u>280.170.e Timely Reconnection of Service – Exception for Damage or Unsafe Condition</u>	A utility shall not be obliged to conform to the time limits of subsection (b) if repair, construction or correction of an unsafe condition is required prior to reconnection of service.	NA	NA
<u>280.170.f - Timely Reconnection of Service – Temporary Exception for Unforeseen Circumstances</u>	A utility that experiences a temporary, unanticipated and not reasonably foreseeable overload of its ability to provide for the timely reconnection of disconnected customers may, upon notice explaining the circumstances to the Commission's Consumer Services Division, temporarily forego the requirements of this Section so long as the utility can demonstrate that it is taking diligent action to remedy the overload.	NA	NA
<u>280.170.g - Timely Reconnection of Service</u>	If service was shut off in error, the utility shall not bill the customer a reconnection charge.	NA	NA
<u>280.180 – Reconnection of Former Residential Customers for the Heating Season</u>			
<u>280.180.a – Reconnection of Former Residential Customers for the Heating</u>	Any former residential customer whose gas or electric service was used to provide or control the primary source of space heating in the dwelling and whose service is disconnected for non-payment of a bill or a deposit from December 1 of the prior winter's heating season through April 1 of the current heating season shall be eligible for	280.138.a	Any former residential customer whose gas or electric service was used to provide or control the primary source of space heating in the dwelling and whose service is disconnected for non-payment of a bill or a deposit from December 1 of the prior

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Season</u>	reconnection and a deferred payment arrangement under the provisions of this Section. Under this Section, a former residential customer shall also include a former customer who has moved to a new location after the service at the customer's former premises was disconnected. However, it shall be the responsibility of the former customer to notify the utility of his or her need for service at the new premises, and a utility shall not be obliged to search for former customers who have moved for the purpose of subsection (g).		winter's heating season through April 1 of the current heating season shall be eligible for reconnection and a deferred payment arrangement under the provisions of this Section, subject to the following limitations:
<u>280.180.b – Reconnection of Former Residential Customers for the Heating Season – Limitations</u>	<p>A utility shall not be required to reconnect service to and enter into a deferred payment arrangement with a former customer under the provisions of this Section:</p> <ol style="list-style-type: none"> 1) Except between November 1 and April 1 of the current heating season for former customers who do not have applications pending for the program described in Section 6 of the Energy Assistance Act [305 ILCS 20/6], and except between October 1 and April 1 of the current heating season for all former customers who do have applications pending for the program described in Section 6 of the Energy Assistance Act and who provide proof of application with the utility. 2) In two consecutive years; 3) Unless that former customer has paid at least 33 1/3 percent of the amount billed for utility service rendered by that utility subsequent to December 1 of the prior year. A former customer who did not pay the required amount prior to disconnection may establish eligibility by paying the required amount when seeking reconnection under this Section. In addition to calculating the 33 1/3 percent the former customer 	280.138.b	<p>A utility shall not be required to reconnect service to and enter into a deferred payment arrangement with a former customer under the provisions of this Section:</p> <ol style="list-style-type: none"> 1) except between November 1 and April 1 of the current heating season for former customers who do not have applications pending for the program described in Section 6 of the Energy Assistance Act of 1989 (Ill. Rev. Stat. 1991, ch. 111½, par. 1406), and except between October 1 and April 1 of the current heating season for all former customers who do have applications pending for the program described in Section 6 of the Energy Assistance Act of 1989 and who provide proof of application to the utility. 2) in two consecutive years; 3) unless that former customer has paid at least 33½ percent of the amount billed for utility service rendered by that utility

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>must pay to establish eligibility, the utility shall calculate the amount the customer must pay to enter into a payment agreement. For purpose of simplification, the utility shall inform the customer of the total amount needed for reconnection, including amounts required under subsections (b)(3), (b)(4), (d) and (e). The utility shall accept multiple sources of payment, including but not limited to energy assistance program payments, for purposes of satisfying this requirement.</p> <p>4) Until the customer pays the charges associated with the tampering, in any instance where the utility can show that there has been tampering with the utility's wires, pipes, meters (including locking devices), or other service equipment and further shows that the former customer enjoyed the benefit of utility service in the aforesaid manner.</p>		<p>subsequent to December 1 of the prior year; or</p> <p>4) in any instance where the utility can show there has been tampering with the utility's wires, pipes, meters (including locking devices), or other service equipment and further shows that the former customer enjoyed the benefit of utility service obtained in the aforesaid manner.</p>
<u>280.180.c – Reconnection of Former Residential Customers for the Heating Season – DPA</u>	<p>The terms and conditions of any deferred payment arrangements established by the utility and a former customer shall take into consideration the following factors, based upon information available from current utility records or provided by the former customer:</p> <ol style="list-style-type: none"> 1) The amount past due; 2) The former customer's ability to pay; 3) The former customer's payment history; 4) The reasons for the accumulation of the past due amounts; and 5) Any other relevant factors relating to the former customer's circumstances. 	280.138.c	<p>The terms and conditions of any deferred payment arrangements established by the utility and a former customer shall take into consideration the following factors, based upon information available from current utility records or provided by the former customer:</p> <ol style="list-style-type: none"> 1) the amount past due; and 2) the former customer's ability to pay; and 3) the former customer's payment history; and 4) the reasons for the accumulation of the past due amounts; and 5) any other relevant factors relating to the

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			former customer's circumstances.
<u>280.180.d – Reconnection of Former Residential Customers for the Heating Season</u>	After the former customer's eligibility has been established in accordance with subsections (a) and (b), and, upon the establishment of a deferred payment agreement, the former customer shall pay 1/3 of the amount past due (including reconnection charge, if any) and 1/3 of any deposit required by the utility.	280.138.d	After the former customer's eligibility has been established in accordance with the first paragraph of this Section, and, upon the establishment of a deferred payment agreement, the former customer shall pay 1/3 of the amount past due (including reconnecting charge, if any) and 1/3 of any deposit required by the utility.
<u>280.180.e – Reconnection of Former Residential Customers for the Heating Season – Reconnection</u>	<ol style="list-style-type: none"> 1) Upon payment of the 1/3 of the amount past due and 1/3 of any deposit required by the utility, the former customer's service shall be reconnected as soon as possible. The company and the former customer shall agree to a payment schedule for the remaining balances which will reasonably allow the former customer to make the payments on the remainder of the deposit and the past due balance while paying current bills during the winter heating season. 2) Notwithstanding the requirements of subsection (e)(1), a former customer who demonstrates to the utility, or to the Commission through formal or informal complaint under Sections 280.220 or 280.230, a financial inability to meet the requirement of the 1/3 of the amount past due and 1/3 of any deposit requested by the utility shall be reconnected upon paying a reasonable amount and upon entering into a deferred payment agreement <ol style="list-style-type: none"> a) In determining financial inability under this subsection (e)(2), the following factors, among others, shall be considered: <ol style="list-style-type: none"> i) The combined income and financial resources of 	280.138.e	<p>Reconnection</p> <ol style="list-style-type: none"> 1) Upon the payment of 1/3 of the amount past due and 1/3 of any deposit required by the utility, the former customer's service shall be reconnected as soon as possible. The company and the former customer shall agree to a payment schedule for the remaining balances which will reasonably allow the former customer to make the payments on the remainder of the deposit and the past due balance while paying current bills during the winter heating season. 2) Notwithstanding the foregoing, a former customer who demonstrates to the utility, or to the Commission through a formal or informal complaint under Sections 280.160 or 280.170, a financial inability to meet the requirement of 1/3 of the amount past due and 1/3 of any deposit requested by the utility, shall be reconnected upon paying a reasonable

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>all persons residing in the former customer's household;</p> <p>ii) The combined living expense of the former customer's household;</p> <p>iii) The former customer's payment history; and</p> <p>iv) The reasons for the accumulation of past due amounts.</p> <p>b) A low income customer as defined by this Part shall automatically qualify for financial inability under this subsection (e)(2).</p> <p>c) For purposes of this subsection (e)(2), a "reasonable amount" shall be 20 percent of the amount past due and 20 percent of any deposit required by the utility.</p> <p>3) However, the utility is not obliged to make payment arrangements extending beyond the following November. The utility shall allow the former customer a minimum of four months in which to retire the past due balance and a minimum of three months in which to pay the remainder of the deposit. The former customer shall also be informed that payment on the amounts past due and the deposit, if any, plus the current bills must be paid by the due date or the customer may be subject to disconnection of service.</p>		<p>amount and upon entering into a deferred payment agreement (Section 8-207 of the Public Utilities Act ("Act") (Ill. Rev. Stat. 1991, ch. 111½, par. 8-207).</p> <p>a) In determining financial inability under this subsection, the following factors, among others, shall be considered:</p> <p>i) the combined income and financial resources of all persons residing in the former customer's household, the combined living expense of the former customer's household,</p> <p>ii) the former customer's payment history, and</p> <p>iii) the reasons for the accumulation of the past due amounts.</p> <p>b) For purposes of this subsection, a "reasonable amount" shall be deemed to be 20 percent of the amount past due and 20 percent of any deposit required by the utility.</p> <p>3) However, the utility is not obliged to make payment arrangements extending beyond the following November. The utility shall allow the former customer a minimum of four months in which to retire the past due balance and three months in which to pay the remainder of the deposit. The former customer shall</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			also be informed that payment on the amounts past due and the deposit, if any, plus the current bills must be paid by the due date or the customer may face termination of service pursuant to Sections 280.130, 280.135 and 280.138 of this Part.
<u>280.180.f – Reconnection of Former Residential Customers for the Heating Season</u>	Any payment agreement made shall be in writing, with a copy provided to the former customer. The renegotiation and reinstatement provisions contained in Sections 280.120 and 280.125 and the budget payment plan provisions of Section 280.80 shall also apply to payment agreements made pursuant to this Section.	280.138.f	Any payment agreement made shall be in writing, with a copy provided to the former customer. The renegotiation and reinstatement provisions contained in Section 280.110 and the Budget Payment Plan provision of Section 280.120 shall also apply to payment agreements made pursuant to this Section.
<u>280.180.g – Reconnection of Former Residential Customers for the Heating Season – Survey and Notice to Affected Customers</u>	<ol style="list-style-type: none"> 1) Not later than September 15 of each year, every gas and electric utility shall conduct a survey of all former residential customers whose gas and/or electric service was used to provide or control the primary source of space heating in the dwelling and whose gas and/or electric services was terminated for non-payment of a bill or deposit from December 1 of the previous year to September 15 of that year and where service at that premises has not been restored. 2) Not later than October 1 of each year, the utility shall notify each of these former customers that the gas and/or electric service will be restored by the company for the coming heating season if the former customer contacts the utility and makes arrangements to pay the past due balance and any deposit to the utility under the conditions set forth in this Section. 	280.138.g	Not later than September 15 of each year, every gas and electric utility shall conduct a survey of all former residential customers whose gas and/or electric service was used to provide or control the primary source of space heating in the dwelling and whose gas and/or electric service was terminated for nonpayment of a bill or deposit from December 1 of the previous year to September 15 of that year and where service at that premises has not been restored. Not later than October 1 of each year the utility shall notify each of these former customers that the gas and/or electric service will be restored by the company for the coming heating season if the former customer

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>3) A utility shall notify the former customer or an adult member of the household by personal visit, telephone contact or mailing of a letter by first class mail to the last known address of that former customer. The utility shall keep records which would indicate the date, form and results of the contact.</p> <p>4) Any former customer who meets the eligibility requirements under subsections (a) and (b) shall be eligible for reconnection under this Section, regardless of whether the utility identified the former customer in the survey requirements of this subsection (g) and regardless of whether that former customer received notification under this subsection (g).</p>		<p>contacts the utility and makes arrangements to pay the past due balance and any deposit to the utility under the conditions set forth in this Section. A utility shall notify the former customer or an adult member of the household by personal visit, telephone contact or mailing of a letter by First Class mail to the last known address of that former customer. The utility shall keep records which would indicate the date, form and the results of such contact.</p>
<u>280.180.h – Reconnection of Former Residential Customers for the Heating Season</u>	<p>Not later than November 20 and May 20 of each year, each gas and electric utility that has former customers affected by this Section shall file a report with the Commission providing statistical data concerning numbers of disconnections and reconnections involving utility service and deposits, and data concerning the dollar amounts involved in these transactions. The Commission shall notify each gas and electric utility prior to August 1 of each year concerning the information which is to be included in the report for the following heating season.</p>	280.138.h	<p>Not later than February 20 and May 20 of each year, each gas and electric utility which has former customers affected by this Section shall file a report with the Commission providing statistical data concerning numbers of disconnections and reconnections involving utility service and deposits, and data concerning the dollar amounts involved in such transactions. The Commission shall notify each gas and electric utility prior to August 1 of each year concerning the information which is to be included in the report for the following heating season (Section 8- 207 of the Act).</p>
<u>280.180.i – Reconnection of Former Residential</u>	<p>In no event shall any actions taken by a utility in compliance with this Section be deemed to abrogate or in any way interfere with the utility's rights to pursue the normal collection processes otherwise available to it. [220</p>	280.138.i	<p>In no event shall any actions taken by a utility in compliance with this Section be deemed to abrogate or in any way interfere with the utility's rights to pursue the normal</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule</u>²
<u>Customers for the Heating Season</u>	ILCS 5/8-207]		collection processes otherwise available to it.
<u>280.190 – Treatment of Illegal Taps</u>			
<u>280.190.b – Treatment of Illegal Taps – Utility Investigation</u>	When, within 30 days after receipt of a utility's bill, a customer alleges that the level of consumption is unreasonably high, the public utility furnishing natural gas, electricity or water to that customer shall investigate the allegation.	280.105.a	Where within 30 days of receipt of a utility's bill a customer alleges that the level of consumption reflected in his utility bill is unreasonably high, it shall be the responsibility of the public utility furnishing natural or artificial gas, electricity, or water to that customer to investigate the allegation. If, as a result of such investigation, the public utility determines that a tap has been constructed on the pipes and/or wires of the customer, the utility shall attempt to notify the landlord or his agent and instruct that the tap should be removed immediately. However, this provision shall in no way prohibit a utility from disconnecting service if the utility determines that an unsafe condition exists. The utility shall also attempt to determine the identity of the party benefiting from such tapped service.
<u>280.190.c – Treatment of Illegal Taps – Notice of Investigation Results</u>	If, as a result of the investigation, the public utility determines that a tap has been constructed on the pipes and/or wires of the customer, the utility shall attempt to notify the landlord, property owner or his or her agent and instruct that the tap be removed immediately. The customer shall also be provided with notice of the	280.105.a	The text of this rule is provided above. See 280.190.b

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	investigation results.		
<u>280.190.d – Treatment of Illegal Taps – Disconnection of Service</u>	This Section shall in no way prohibit a utility from disconnecting service if the utility determines that an unsafe condition exists.	280.105.a	The text of this rule is provided above. See 280.190.b
<u>280.190.e – Treatment of Illegal Taps – Utility Determination of Benefitting Party</u>	<p>The utility shall also attempt to determine the identity of the party benefitting from the tapped service. The following procedures shall apply once the tap has been removed:</p> <p>1) The customer whose pipes and/or wires had been tapped by a third party shall be billed by the utility according to the newly established usage pattern and/or degree day analysis, whichever is appropriate.</p> <p>2) If the utility identifies the third party and finds that the third party is currently a customer of the utility on another account, the utility is authorized to bill that third party's account for the excess usage that is not attributable to the customer whose line had been tapped plus all related expenses incurred by the utility.</p> <p>3) If the utility identifies the third party and finds that the third party is not a customer of the utility, the utility is authorized to bill that third party for the excess usage that is not attributable to the customer whose line had been tapped plus all related expenses incurred by the utility using the procedures established for the billing of unauthorized use of utility service.</p> <p>4) In cases when the utility cannot determine the identity of the party benefitting from the tap, the utility may assign the dollar amount representing the excess usage and expenses to its bad debt account.</p>	280.105.b -C	<p>280.105.b</p> <p>If the utility determines that the third party benefitting from the tapped service is not the landlord or his agent as described in Section 54(b) of the Public Utilities Act, the following procedures shall apply once the tap has been removed. The customer whose pipes and/or wires had been tapped by a third party shall be billed by the utility according to a domestic use and/or degree day analysis, whichever is appropriate.</p> <p>280.105.c</p> <p>If the utility identifies the third party and finds that he is currently a customer of the utility on another account, the utility is authorized to bill that third party's account for the excess usage which is not attributable to the customer whose line had been tapped plus all related expenses incurred by the utility. If the utility identifies the third party and finds that he is not a customer of the utility, the utility is authorized to bill that third party for the excess usage which is not attributable to the customer plus all related</p>

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			expenses incurred by the utility using the procedures established for the billing of unauthorized use of utility service. In cases where the utility cannot determine the identity of the party benefiting from the tap, the utility may assign the dollar amount representing the excess usage and expenses to its bad debt account.
<u>280.190.f – Treatment of Illegal Taps – Construction Error</u>	When the diversion of gas, electricity or water is the result of a construction error in the pipes and/or wires that is not the responsibility of the public utility, the accounts of the customers involved may be adjusted according to the newly established usage pattern and/or degree day analysis, whichever is appropriate.	280.105.d	In cases where the diversion of gas or electricity is the result of a construction error in the pipes and/or wires which are not the responsibility of the public utility, the accounts of the customers involved may be adjusted according to a domestic use and/or degree day analysis, whichever is appropriate.
<u>280.190.g – Treatment of Illegal Taps</u>	When the customer of record benefitted from, cooperated in or acquiesced to the tap, the utility may collect all related expenses from the customer of record for the services associated with the tap.	280.105.e	In instances where the customer of record benefitted from, cooperated in or acquiesced to the tap, the utility may collect from the customer of record for the service associated with the tap.
<u>280.200 – Tampering</u>			
<u>280.200.b – Tampering – Proof</u>	The utility has the burden of proving by a preponderance of the evidence that tampering has occurred with the utility's wires, pipes, meters or other service equipment, that the customer has benefitted from the tampering, and that the utility's billing is reasonable.	280.100.c	Tampering 1) When there has been tampering with wires, pipes, meters or other service equipment and the customer has enjoyed the benefit of such tampering, the utility is not restricted to the above time limitations on unbilled service. When a utility applies this provision to bill for service which occurred outside the

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			<p>applicable time limitations, a customer may dispute the bill under the provisions of Sections 280.160 and 280.170 of this Part. The customer shall be responsible for all service usage, and the utility may bill the customer for all service usage during the period the tampering occurred. Customers may be billed for diverted service not used by that customer if that customer had knowledge of or consented to the diversion.</p> <p>2) If a utility alleges that tampering has occurred, the utility shall have the burden of proving, by a preponderance of the evidence that the customer's meter has been tampered with, that the customer has benefitted from the tampering and that the utility's rebilling is reasonable.</p>
<u>280.200.c – Tampering – Investigation</u>	When the utility has reason to suspect that tampering has occurred, it shall investigate without delay.	280.100.c	The text of this rule is provided above. See 280.200.b
<u>280.200.d – Tampering – Notice to Customer</u>	Once the utility has full proof of the tampering, it shall report to the customer the details of the investigation.	280.100.c	The text of this rule is provided above. See 280.200.b
<u>280.200.e – Tampering – Remedy</u>	As soon as the condition becomes known to the utility, it shall take steps to correct the condition and issue a corrected bill without delay. Pursuant to any tariffed meter tampering charge, before assessing the charge, the utility	280.100.c	The text of this rule is provided above. See 280.200.b

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	shall review the situation to determine if the person benefitting from the tampering was responsible either directly or indirectly for the tampering.		
<u>280.200.f – Tampering – Timing</u>	If tampering evidence extends to previous customers of record, the current customer shall not have to pay for the portions of the unauthorized usage that are attributable to the previous customers.	NA	NA
<u>280.200.g – Tampering – Record Keeping</u>	The utility shall document and record the evidence that proves the tampering, and it shall save the full evidence proving the tampering for a minimum of three years from the date that the customer is issued a corrected bill for the tampering.	280.100.c	The text of this rule is provided above. See 280.200.b
<u>280.205 – Non-Residential Tampering</u>			
<u>280.205.b – Non-Residential Tampering – Disconnection</u>	When the utility has evidence proving the unauthorized use of non-residential service, it may disconnect service to the tampering customer until: 1) The utility or the customer removes the facilities that allow the customer to use service without paying for it. If the utility must remove the facilities, the customer shall pay the costs associated with the work; and 2) The customer pays for the unauthorized usage. The utility shall determine the amount of unauthorized usage and provide a bill to the customer without delay.	NA	NA
<u>280.210 – Payment Avoidance by Location</u>			
<u>280.210.b – Payment Avoidance by Location – Conditions</u>	Payment avoidance by location (PAL) applies only when all the following conditions occur: 1) a utility receives a new application for service at a service location; 2) a former customer who was disconnected for non-payment at the same service location still resides at the service location; and	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	3) the utility has proof that the new applicant for service also occupied the service location during the time the previous customer's debt accrued.		
<u>280.210.c – Payment Avoidance by Location – Exemption</u>	Payment avoidance by location shall not include new owners and/or new tenants at a service location.	NA	NA
<u>280.210.d – Payment Avoidance by Location – Notification of PAL</u>	<p>When a utility can demonstrate with evidence that a pattern of payment avoidance is occurring by a person or persons at a location, in order to invoke the protections of this Section, it shall provide the following notice:</p> <ol style="list-style-type: none"> 1) The utility shall notify the person of the PAL allegation using the same method of contact by which that person contacted the utility. 2) The utility shall notify the person of the PAL allegation in writing. The written notification may be sent electronically if agreed upon by the utility and the person receiving the notification. 3) The notice shall be sent no later than two business days after the utility's decision to invoke the protections available to it under this Section. 4) The notice shall contain a detailed description of the problem and the facts and evidence that the utility has to support the PAL allegation. 5) The notice shall contain an explanation of the steps that the person must take in order to dispute or remedy the problem. 6) The notice shall contain the toll free number and contact information for the utility and the toll free number and contact information for the Commission's 	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	Consumer Services Division. 7) A duplicate copy of the notice shall be sent to the Commission's Consumer Services Division at the same time it is sent to the person.		
<u>280.210.e – Payment Avoidance by Location – Deposit</u>	When a utility has proof that PAL is occurring, it may require the applicant to provide a deposit under the following conditions: 1) A deposit required under this Section shall be equal to 1/3 of the estimated annual charges for the premises. 2) The utility may require payment of the deposit in full prior to service. 3) The deposit shall earn interest as described in Section 280.40. 4) The deposit plus interest shall be refunded as described in Section 280.40.	NA	NA
<u>280.210.f – Payment Avoidance by Location – Burden of Proof</u>	It shall be the sole responsibility of the utility to prove with evidence that PAL has occurred. The person accused of PAL shall have the right to the full evidence possessed by the utility and the opportunity to present information to refute the allegations.	NA	NA
<u>280.210.g – Payment Avoidance by Location – Data Collection and Maintenance</u>	A utility that includes this Section as part of its practices shall collect the following data on a monthly basis and maintain the data for two years following its collection. The utility shall make the data available to Commission Staff within 30 days after a request from Staff: 1) The total number of instances in which the utility alleged that PAL occurred; 2) The total number of PAL instances in which the utility denied service; 3) The total number of PAL instances in which the utility	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	<p>required a deposit to begin service;</p> <p>4) The total number of PAL instances in which the person successfully refuted the utility's evidence of PAL;</p> <p>5) The total number of PAL instances in which the utility discovered that its evidence was inaccurate; and</p> <p>6) The total number of PAL instances in which the person remedied the problem by payment of the arrearage accrued for disconnection of the previous customer.</p>		
<u>280.220 – Utility Complaint Process</u>			
<u>280.220.b – Utility Complaint Process – Customer Contact</u>	The customer must contact the utility and attempt to resolve the complaint directly with the utility before proceeding to the Commission's informal complaint process. The customer and the utility shall cooperate to resolve the complaint.	NA	NA
<u>280.220.c – Utility Complaint Process – Methods of Contact</u>	The utility shall maintain local and/or toll free telephone numbers; a mailing address to receive customer complaints and correspondence; and, when the utility has the capability, a means of receiving electronically submitted complaints.	NA	NA
<u>280.220.d – Utility Complaint Process – Availability</u>	The utility shall maintain regular business hours and staffing to answer all customer inquiries and complaints.	280.160.a	A utility shall assign to one or more of its personnel in each of its offices where it transacts business with the public, the duty of hearing, in person, any dispute by an applicant, customer or user. Such personnel shall consider the complainant's allegations and shall explain the complainant's account and utility's contentions in connection therewith. Such personnel shall be authorized to act on behalf of the utility in

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			resolving the complaint and shall be available during all business hours for the duty hereinbefore described.
<u>280.220.e – Utility Complaint Process – Complaint Response Timeline</u>	The utility shall respond to complaints within 14 days after their receipt, with exceptions in which both the customer and the utility agree to an extension or in which the utility can demonstrate to the customer that more time is required by circumstances beyond its control.	NA	NA
<u>280.220.f – Utility Complaint Process – Customer Payment During Complaint</u>	If the complaint involves a dispute over the amount billed: 1) The customer shall pay the undisputed portion of the bill or an amount equal to last year's bill at the location for the same period normalized for weather; 2) The utility shall confirm the disputed portion and the amount to be paid by the customer; and 3) The utility shall note and set aside the disputed amount in its records for the account.	280.160.c	When a customer disputes a particular bill, a utility shall not discontinue service for nonpayment so long as the customer 1) pays the undisputed portion of the bill or an amount equal to last year's bill at the location for the same period normalized for weather, whichever is greater; and 2) pays all future periodic bills by the due date; and 3) enters into bona fide discussions with the utility to settle the dispute with dispatch.
<u>280.220.g – Utility Complaint Process – Late Fees</u>	1) No late fees may be assessed on any amount in dispute while the complaint remains unresolved. 2) No late fees may be assessed on a previously disputed amount so long as the customer pays the previously disputed amount within 14 days after the resolution of the complaint and so long as the complaint was made to the utility before the disputed amount became past due.	NA	NA
<u>280.220.h – Utility</u>	If the customer's complaint involves a service or good provided by a party other than the utility and the third	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Complaint Process – Third Party Services and Billing</u>	party uses the utility for billing purposes, then the utility shall make a record in its files of the complaint and advise the customer how to contact the third party. The utility shall refrain from applying a customer's payment towards any amount in dispute with a third party on the bill until the complaint involving that portion of the bill has been resolved.		
<u>280.220.i – Utility Complaint Process – Appeal to Supervisor</u>	1) If the customer requests a referral to a supervisor, the utility personnel shall note the account and make the referral the same day. 2) The supervisory personnel must respond to the customer without delay, and priority shall be given: a) First to customer accounts that are disconnected or when a health or safety concern has been raised by the customer; b) Second to customer accounts in jeopardy of disconnection; and c) Third to all other supervisory referrals.	NA	NA
<u>280.220.j – Utility Complaint Process</u>	All customer complaints must be assigned a complaint number that shall be retained by the utility for two years.	NA	NA
<u>280.220.k – Utility Complaint Process – Prohibition Against Disconnection</u>	The utility shall not disconnect a customer's utility service during the pendency of a complaint for any amount or reason that is the subject of the complaint. However, nothing shall prevent the utility from disconnecting service for reasons of safety or cooperation with civil authorities.	280.170.e	Utility service shall not be discontinued for the reason which is the subject of the complaint during the pendency of any proceeding before the Commission pursuant to the provisions of this Section so long as the customer has complied with the provisions of Section 280.160.
<u>280.220.l – Utility</u>	Once a final answer is provided to the customer, and, if the customer indicates non-acceptance of the response:	280.160.b	Where any dispute between a utility and an applicant, customer or user cannot be

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Complaint Process – Appeal to Commission Complaint Process</u>	<ol style="list-style-type: none"> 1) The utility shall advise the customer of the right to appeal the utility's answer to the Commission's Consumer Services Division for an informal complaint; 2) Commission's Consumer Services Division; and 3) In the case of a pending disconnection, the utility shall refrain from disconnection for at least three business days to allow the customer to contact the Commission's Consumer Services Division. 		<p>resolved between the parties, each utility shall direct its personnel engaged in personal contact with the applicant, customer or user seeking such dispute resolution under the provisions of this Part, to inform him/her, if he/she expresses on acceptance of the decision of such personnel, of his/her right to have the problem considered and acted upon by supervisory personnel of the utility. Each utility shall further direct such supervisory personnel to inform such an applicant, customer, or user who expresses nonacceptance of the decision of such supervisory personnel, of his/her right to have the problem reviewed by the Commission, and shall furnish him/her with the telephone number and address of the Consumer Assistance Section of the Illinois Commerce Commission.</p>
<u>280.230 – Commission Complaint Process</u>			
<u>280.230.b – Commission Complaint Process – Intake of Complaints by the Commission's Consumer Services Division</u>	<ol style="list-style-type: none"> 1) Telephone or in person: The Consumer Services Division shall perform a customer interview and draft an informal complaint, including a description of the dispute and the relief sought. Telephone or in person informal complaints may also be taken from the customer's designated representative. 2) Writing: The customer or the customer's designated representative may submit informal complaints in writing, either electronically or through traditional mail or fax (if available), to the Consumer Services Division. 	280.170.b	<p>The informal complaint</p> <ol style="list-style-type: none"> 1) should be in writing but may be initiated by telephone or in person at the offices of the Commission; and 2) shall provide the following information to the Commission: <ol style="list-style-type: none"> a) the name, address and telephone number of the applicant, customer, or user, b) the name of the utility involved, c) the nature of the complaint in a clear

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

New Part 280		Original Part 280	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
			and concise manner, d) the specific relief requested.
<u>280.230.c – Commission Complaint Process – Presentation of the Complaint to the Utility</u>	<ol style="list-style-type: none"> 1) Except as noted in subsection (c)(2), the complaint shall be submitted by the Consumer Services Division to the utility in writing and shall contain as much of the following information as is available: the customer's name, service address, mailing address if different from service address, phone number, account number, any alternative contact information; a description of the complaint; and the relief being sought by the customer. 2) If all the parties agree, the written informal complaint process may be waived, and the Consumer Services Division may work to resolve the complaint by immediate direct contact between the parties at the time the customer initiates the informal complaint. 	280.170.b	The text of this rule is provided above. See 280.230.b
<u>280.230.d – Commission Complaint Process – Timeline to Answer</u>	<ol style="list-style-type: none"> 1) The utility shall answer the informal complaint within 14 days. 2) The Consumer Services Division shall mark as "urgent" those informal complaints that should be handled by the responding party on a priority basis. 	280.170.c	
<u>280.230.e – Commission Complaint Process – Extensions</u>	By contact with the Consumer Services Division prior to the lapse of the 14 day response period, the utility may seek to extend the timeline for a response. Consumer Services Division Staff shall decide whether to grant the extension.	280.170.d	If the Consumer Assistance Section is unable to resolve the complaint to the satisfaction of the parties or if the party complained of fails to respond to the Consumer Assistance Section within fourteen days, any party may file a formal complaint in accordance with the Commission's Rules of Practice. By agreement of the parties and the Consumer Assistance Section, these time limits may be extended.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>280.230.f – Commission Complaint Process – Utility Answer to the Informal Complaint</u>	<ol style="list-style-type: none"> 1) Except when the parties agree to a non-written response, the utility's answer to the Consumer Services Division shall be made in writing and shall contain: <ol style="list-style-type: none"> a) A detailed description of the utility's position on the complaint, including the reasons for taking the position; b) If applicable, a reference to the section of the tariff, rule or law that supports the utility's position; c) A description of any interaction between the utility and the customer in answering the informal complaint. d) The amount of any adjustments to the customer's bill; e) The results of any tests performed on the equipment serving the customer; and f) Any additional information requested by the Commission Staff. 2) Review of answer with customer: After receipt of the utility response, the Consumer Services Division shall have 14 days to contact the customer to review the results of the informal complaint. 3) Ongoing dialogue/negotiations: Upon agreement of the customer and the utility, further discussion may occur between the parties after the response to the informal complaint. 	NA	NA
<u>280.230.g – Commission Complaint Process – Prohibition on Disconnection</u>	The utility shall refrain from disconnecting a customer during an informal or formal complaint for any amount or reason that is the subject of the informal or formal complaint. However, nothing shall prevent the utility from disconnecting service for reasons of safety or cooperation with civil authorities.	280.170.e	The text of this rule is provided above. 280.220.k

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>280.230.h – Commission Complaint Process – Right to Appeal</u>	<ol style="list-style-type: none"> 1) Except in situations in which to do so would cause the statute of limitations for filing a formal complaint to expire, any customer with a dispute arising under the jurisdiction of this Part shall first use the informal complaint process before proceeding with a formal complaint. 2) If the customer expresses non-acceptance of the response to the informal complaint, and further dialogue cannot secure an agreement, the Consumer Services Division shall advise the complainant of the right to escalate the informal complaint to the Commission's formal complaint process. 3) If the utility fails to respond to the informal complaint within 14 days, the customer may file a formal complaint in accordance with the Commission's Rules of Practice (83 Ill. Adm. Code 200). 4) Upon a customer's request for escalation to a formal complaint, the Consumer Services Division shall provide notice to the utility of the customer's intent to escalate the complaint. 5) Upon notice from Consumer Services Division of the customer's intent to file a formal complaint, the utility shall provide a minimum of 10 business days for the customer to file the formal complaint without disconnection of service. Nothing, however, shall prevent the utility from disconnecting service for reasons of safety or compliance with civil authorities. 	280.170.d	The text of this rule is provided above. See 280.230.e
<u>280.230.i – Commission Complaint Process –</u>	<ol style="list-style-type: none"> 1) Excessive or unjust charges: All complaints for the recovery of damages shall be filed with the Commission within 2 years from the time the produce, commodity or service as to which complaint is made was furnished 	NA	NA

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>Timeline to File a Formal Complaint to Seek Refund</u>	<p>or performed. [220 ILCS 5/9-252]</p> <p>2) Refunds for overcharges: When a customer pays a bill as submitted by a public utility and the billing is later found to be incorrect due to an error either in charging more than the published rate or in measuring the quantity or volume of service provided, the utility shall refund the overcharge with interest from the date of overpayment at the legal rate or at a rate prescribed by the Commission. Refunds and interest for such overcharges may be paid by the utility without the need for a hearing and order of the Commission. Any complaint relating to an incorrect billing must be filed with the Commission no more than 2 years after the date the customer first has knowledge of the incorrect billing. [220 ILCS 5/9- 252.1]</p>		
<u>280.240 – Public Notice of Commission Rules</u>			
<u>280.240 – Public Notice of Commission Rules</u>	Each utility shall provide notice to customers of the availability of Commission rules. Notice substantially in the form shown in Appendix C shall be posted on any utility web site and written notice shall be provided to customers annually. The notice to customers may be in the form of a bill message in which customers will be provided the opportunity to obtain copies of the Commission's rules upon request or by accessing the utility's website.	280.180	All utilities shall post in two public and conspicuous places in each of their offices where they transact business with the public a notice not less than seven inches by ten inches in size, printed in black on a white background, substantially in the form shown on Appendix C herein.
<u>280.250 – Second Language Requirements</u>			
<u>280.250 – Second Language Requirements</u>	When there is a demonstrated need for second language notices in the service area of any utility, notices as set out in Appendices A and B sent to customers located within the area should contain the following warning in the appropriate second language: "Important – This notice affects your rights and obligations and should be translated	280.190	Where there is a demonstrated need for second language notices in the service area of any utility, notices as set out in Appendices A and B herein sent to customers located within the area should contain the following warning in the appropriate second

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
	immediately."		language: Important – This notice affects your rights and obligations and should be translated immediately.
<u>280.260 – Customer Information Packet</u>			
<u>280.260.b – Customer Information Packet – Content</u>	<ol style="list-style-type: none"> 1) Description of the services provided; and 2) Customer rights and responsibilities under this Part, including, at a minimum: <ol style="list-style-type: none"> a) A brief description of billing information such as frequency of billing, due dates, and electronic billing and other billing options; b) A description of the estimated bill process; c) Payment options, including budget payment plan and deferred payment arrangements; d) Payment methods and locations; e) Late fees; f) Deposit requirements; g) Disconnection and reconnection procedures; h) Utility dispute procedures and escalation procedures if a dispute is not resolved; i) Contact information for the utility; j) Commission's Consumer Services Division's informal complaint procedures; k) Contact information for the Commission's Consumer Services Division; l) A statement that the Commission's rules apply to service standards and reliability; m) Notice of the availability of the Commission's rules; and n) That special rights are available to low income customers, and how to qualify for low income customer status. 	280.200	A customer information booklet which contains a utility's credit and collection practices shall be provided by each utility to all applicants for service and shall be available to customers at all business offices.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

<i>New Part 280</i>		<i>Original Part 280</i>	
<u>Section</u>	<u>Rule</u>	<u>Section</u>	<u>Rule²</u>
<u>280.260.c – Customer Information Packet – Distribution</u>	1) Written copy sent or delivered to all new customers; 2) Written copy sent or delivered to customers upon request; 3) Material available on any utility web site; and 4) Notice that the material is available free of charge and instructions on obtaining material sent to all customers annually.	280.200	The text of this rule is provided above. See 280.260.b
<u>280.260.d – Customer Information Packet – Filing with Commission</u>	The material shall be kept current and a current copy shall be filed with the Manager of the Consumer Services Division. Any changes in the material shall be presented to the Manager of the 280.200Consumer Services Division at least 45 days prior to being made available to customers.	280.200	The text of this rule is provided above. See 280.260.b

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section 280.Appendix A Disconnection Notice

Disconnection notices sent to customers shall be in red and substantially in the following form:

Issuance date:
Utility name
Utility contact information

Effective date:
Customer name and address
Customer account number

URGENT!

This is a DISCONNECTION NOTICE!

Your utility service is in danger of disconnection because (reason for notice here, including past due amounts for which the service may be disconnected).

In order to stop disconnection, you must (detailed description of what customer must do in order to avoid disconnection; in lieu of detailed steps, utility may offer contact info where customer can immediately access complaint handling utility personnel). If you have recently paid, please contact us to confirm that the service will not be disconnected.

You can be shut off on or after (effective date), and you can still be shut off until (date notice expires) or we send you a new notice to replace this one.

Residential customers have certain rights regarding this notice, including the right to a deferred payment arrangement and the potential to stop disconnection for 60 days and start a medical payment arrangement if a doctor of local board of health contacts us directly on behalf of a patient living in your household. Please see the reverse side of this notice for further details of your rights.

You will lose many of your rights if you wait to do something until after disconnection.

If you have questions or concerns about this notice, please contact us immediately at: (utility contact information).

If we are unable to assist you, you have a right to contact and review your rights with the government agency that regulates us:

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

The Illinois Commerce Commission's Consumer Services Division can be reached at 1-800-524-0795 (TTY 1-800-858-9277).

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section 280. Appendix B Customer Rights (Appearing on the reverse side of disconnection notices sent to residential customers)

Your rights and responsibilities regarding this notice:

Payment methods: (utility shall list available means or provide way to obtain available options).

Deferred Payment Arrangement (DPA): You may be eligible for a payment plan known as a DPA in order to prevent disconnection unless you failed to complete a previous DPA in the past 12 months. Please contact us at (contact info) to ask about payment options to avoid disconnection.

Reinstatement: You can reinstate a previous DPA that defaulted by catching up with all the payments that were due up to now. We may charge you a reinstatement fee unless this is your first time reinstating the DPA.

Renegotiation: If lose or change income, you may be able to renegotiate your DPA.

Financial Aid: Help with utility bills may be found in the Low Income Home Energy Assistance Program (LIHEAP). Along with the aid, LIHEAP qualification gives you extra rights. Contact LIHEAP at (current LIHEAP contact info). We may know of other aid available. To find out, contact us at (utility contact info).

Medical Certification: If you haven't used a medical certificate in the past 12 months or you paid off a previous medical certificate, a medical certificate from a doctor or local board of health can stop disconnection for 60 days or have service restored as long as they contact us within 14 days after shut off. The medical certificate must contain:

- 1) **Name and contact information for the doctor or board of health;**
- 2) **Your service address and the name of the patient;**
- 3) **A statement that the patient lives at the address; and**
- 4) **A statement that disconnection of utility service will aggravate an existing medical emergency or create a medical emergency for the patient.**

The doctor or local board of health can call us to certify, but they must provide a written medical certificate with the above information within 5 days after calling. The medical certificate also puts you on a **medical payment arrangement** to pay off the bill over time. **The term of the payment plan will be better if we receive the certificate before your service is disconnected.**

Active Duty Military: If someone living with you is on active U.S. military duty, State law offers certain protections for your

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

electricity and natural gas service. Please contact us if someone in your household is on active duty.

Deposits: We can demand a deposit from you if we shut you off or if you pay late 4 times and carry a past due balance older than 30 days at any time in a 12 month period. The deposit will be about twice the size of your average bill, and you can pay it in 3 installments. You can be disconnected for not paying a deposit.

Reconnection: If we shut you off, your service will be restored when you pay in full or take care of the problem if we shut you off for something other than a bill or deposit. You may be required to pay a reconnection fee.

Complaints: If you have a complaint or problem with us, do not wait until after we shut you off to try to take care of it! If you contact us to try to take care of a problem, we must try to work with you to resolve or explain the problem. If we can't help you, you can contact the Illinois Commerce Commission's Consumer Services Division at: 1-800-524-0795 (TTY 1-800- 858-9277). Before calling the ICC, you must try to work things out with us first. Please call us at (utility contact info).

Regulations: You can review the main set of rules that affect you at <http://www.ilga.gov/commission/jcar/admincode/083/08300280sections.html>.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section 280.Appendix C Public Notice

**RULES PERTAINING TO ELIGIBILITY FOR SERVICE, DEPOSITS, BILLING, PAYMENT, REFUNDS AND
DISCONNECTION OF SERVICE**

**ILLINOIS COMMERCE COMMISSION
83 Ill. Adm. Code 280**

Part 280, the rules and regulations of the Illinois Commerce Commission prescribing procedures governing eligibility for service, deposits, billing, payment, refunds and disconnection of service, is on file in the Commission offices and open to public inspection.

Copies of Part 280 in the Spanish language are available for inspection at the offices and online.

Any employee will direct you to the place where you may inspect a copy of Part 280 and will direct you to personnel assigned the duty of providing information about Part 280.

Copies of Part 280 may also be reviewed and/or obtained at the Commission's offices at 160 North LaSalle Street, Suite C-800, Chicago, Illinois 60601 or 527 East Capitol Avenue, Springfield, Illinois 62701 or at <http://www.ilga.gov/commission/jcar/admincode/083/08300280sections.html>.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

Section 280.Appendix D Disconnection Notice Insert for Residential Gas and Electric Customers

Disconnection notices sent to residential gas and electric customers shall include an insert in substantially the following form:

IF YOU CANNOT PAY YOUR ENTIRE BILL NOW
READ THIS NOTICE ABOUT MAKING ARRANGEMENTS TO PAY
OVER TIME

What can I do if I cannot pay my entire bill now?

If you are a residential customer of a public utility and owe for past due service, you may have the chance to make an arrangement with the company to pay over time and avoid disconnection of your utility service.

These arrangements to pay over time are called "deferred payment arrangements" or "**DPAs.**" A DPA will allow you to make a down payment towards the amount you owe and then make monthly payments at the same time as your regular bill payments in order to pay off the past due balance. **You must contact the utility in order to see if you can make a DPA and protect your account from disconnection.**

How much will my down payment be?

From April 1 through November 30, the utility may require 25% of the amount past due, unless you have qualified for Low Income Home Energy Assistance (LIHEAP).

LIHEAP qualified customers may be required to pay 20% of the amount past due.

From December 1 through March 31, the utility may require 10% of the amount past due to put you on a special **Winter DPA.**

How will the utility and I figure out how much I will pay each month on the DPA?

The total number of installments that you will pay will dictate how much each equal installment will be. The utility will consider the following in choosing how many installments to allow you:

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

1. how much you owe,
2. your ability to pay,
3. your payment history with the utility,
4. the reasons the amount became past due,
5. if you are LIHEAP qualified, and
6. any other factors that relate to the situation.

From April 1 through November 30, the utility will allow from 4 to 12 months of installments, unless you are LIHEAP qualified.

From April 1 through November 30, LIHEAP qualified customers are allowed 6 to 12 months of installments.

From December 1 through March 31, the utility must allow between a minimum of 4 monthly installments and a maximum number of installments that should not last past the coming November on its Winter DPA program.

Do I have to pay my regular bills in addition to the installments?

Yes. The DPA will default if you don't pay on time or if you don't pay both the full amount of the installment and the full amount of the current bill. Your bill will tell you the total amount to pay each month in order to keep the DPA going.

Can I be on a Budget Payment Plan at the same time as the DPA?

Yes. In fact, by averaging the yearly cost of your bills, this may be a good way to help you plan how much you will likely have to pay each month. Ask us about our Budget Payment Plan.

What happens if my DPA defaults?

If you default either by paying late or failing to pay the full installment and current charges, then your account can be subject to disconnection again after we send you notice.

Can I get back on the DPA after default?

Yes. As long as you have not been disconnected, by paying the total amount of the installments and current charges that are due up to the current date, you can reinstate the DPA. **Reinstatement** puts you back on the arrangements you originally made. We may charge you a **reinstatement fee** if you have to reinstate the DPA more than once.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280

What if my economic situation changes and I cannot afford the original DPA?

Renegotiation allows you to extend your original DPA for a longer term. In order to renegotiate your DPA, you must:

1. not currently be in default on the DPA,
2. have made at least the down payment to get on the DPA, and
3. be willing to discuss the change in your economic situation with us.

How many DPAs can one account have?

As long as your service is still on, you qualify for a DPA any time after you either:

1. complete the last DPA you had, or
2. 12 months have passed since you failed to complete the last DPA you had.

From December 1 through March 31, if your service is used to heat or control the source of heat in your home, then you can get on a Winter DPA for a 10% down payment as long as your service is still on. Heating customers qualify for a Winter DPA whether or not they successfully completed their last DPA.

How soon should I call about a DPA?

Call right away. Do not wait. If your service is shut off, you may not be able to get back on without paying everything you owe us past due. Even if you think you may not qualify for a DPA, please call to see if something can be worked out.

¹ Estimated Completion Date reflects the date ComEd anticipates being in full compliance with a section of Part 280

² NA used to denote no corresponding rule in original Part 280